



CITY OF ANKENY, IA 2010



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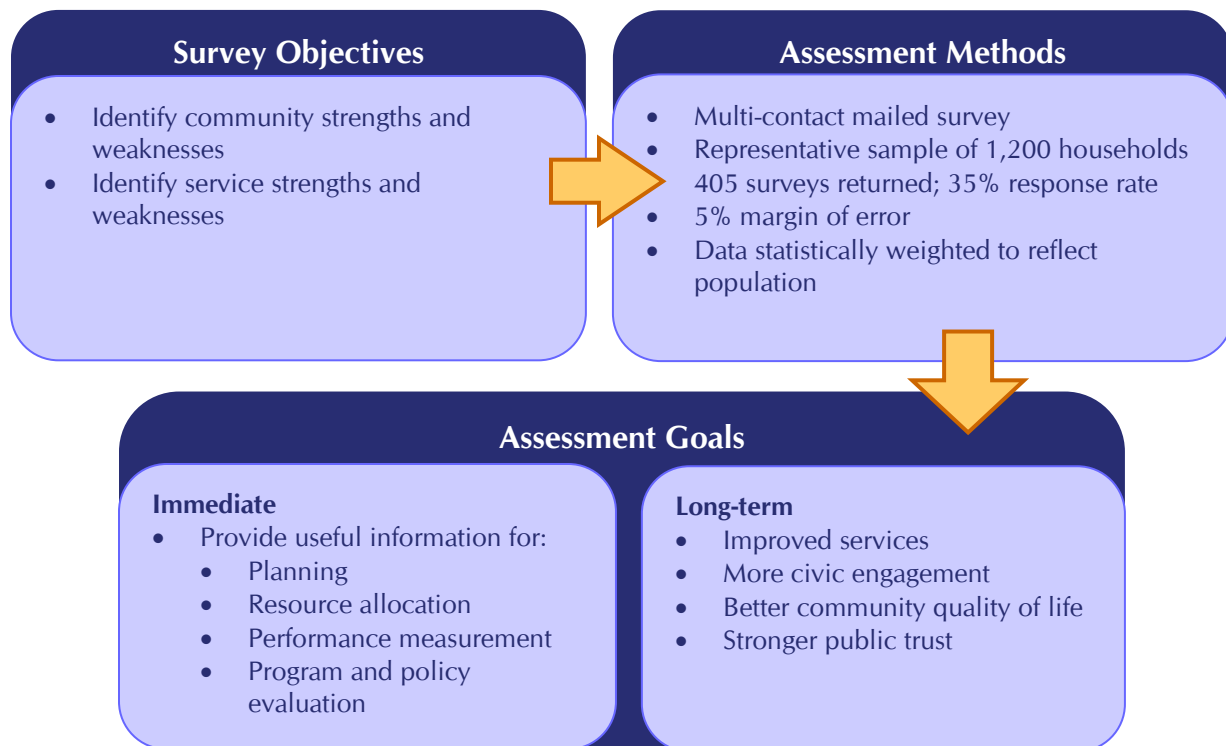
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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The NCS was developed by NRC to provide a statistically valid survey of resident opinions about community and services provided by local government. The survey results may be used by staff, elected officials and other stakeholders for community planning and resource allocation, program improvement and policy making.

FIGURE 1: THE NATIONAL CITIZEN SURVEY™ METHODS AND GOALS



The NCS focuses on a series of community characteristics and local government services, as well as issues of public trust. Resident behaviors related to civic engagement in the community also were measured in the survey.

FIGURE 2: THE NATIONAL CITIZEN SURVEY™ FOCUS AREAS



The survey and its administration are standardized to assure high quality research methods and directly comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage-paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community. A total of 405 completed surveys were obtained, providing an overall response rate of 35%. Typically, response rates obtained on citizen surveys range from 25% to 40%.

The National Citizen Survey™ customized for the City of Ankeny was developed in close cooperation with local jurisdiction staff. Ankeny staff selected items from a menu of questions about services and community problems and provided the appropriate letterhead and signatures for mailings. City of Ankeny staff also augmented The National Citizen Survey™ basic service through a variety of options including crosstabulation of results and several policy questions.

UNDERSTANDING THE RESULTS

As shown in Figure 2, this report is based around respondents' reports about eight larger categories: community quality, community design, public safety, environmental sustainability, recreation and wellness, community inclusiveness, civic engagement and public trust. Each section begins with residents' ratings of community characteristics and is followed by residents' ratings of service quality. For all evaluative questions, the percent of residents rating the service or community feature as "excellent" or "good" is presented. To see the full set of responses for each question on the survey, please see Appendix A: Complete Survey Frequencies.

Margin of Error

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional confidence level, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the estimates made from the survey results. The confidence interval for the City of Ankeny survey is no greater than plus or minus five percentage points around any given percent reported for the entire sample (405 completed surveys). A 95% confidence interval indicates that for every 100 random samples of this many residents, the population response to that question would be within the stated interval 95 times. For example, if 75% of residents rate a service as "excellent" or "good," then the 5% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire jurisdiction is between 70% and 80%.

Comparing Survey Results

Certain kinds of services tend to be thought better of by residents in many communities across the country. For example, public safety services tend to be received better than transportation services by residents of most American communities. Where possible, the better comparison is not from one service to another in the City of Ankeny, but from City of Ankeny services to services like them provided by other jurisdictions.

Interpreting Comparisons to Previous Years

This report contains comparisons with prior years' results. In this report, we are comparing this year's data with existing data in the graphs. Differences between years can be considered "statistically significant" if they are greater than seven percentage points. Trend data for your jurisdiction represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Benchmark Comparisons

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The City of Ankeny chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of Ankeny Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons were available, the City of Ankeny results were noted as being “above” the benchmark, “below” the benchmark or “similar to” the benchmark. This evaluation of “above,” “below” or “similar to” comes from a statistical comparison of the City of Ankeny's rating to the benchmark.

“Don’t Know” Responses and Rounding

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select more than one answer. When the total exceeds 100% in a table for a multiple response question, it is because some respondents did select more than one response. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of percentages being rounded to the nearest whole number.

For more information on understanding The NCS report, please see Appendix B: Survey Methodology.

EXECUTIVE SUMMARY

This report of the City of Ankeny survey provides the opinions of a representative sample of residents about community quality of life, service delivery, civic participation and unique issues of local interest. A periodic sounding of resident opinion offers staff, elected officials and other stakeholders an opportunity to identify challenges and to plan for and evaluate improvements and to sustain services and amenities for long-term success.

Most residents experience a good quality of life in the City of Ankeny and believe the City is a good place to live. The overall quality of life in the City of Ankeny was rated as “excellent” or “good” by 93% of respondents. Almost all report they plan on staying in the City of Ankeny for the next five years.

A variety of characteristics of the community was evaluated by those participating in the study. The three characteristics receiving the most favorable ratings were the cleanliness of Ankeny, overall appearance and the overall image/reputation of Ankeny. The three characteristics receiving the least positive ratings were opportunities to attend cultural activities, employment opportunities, and ease of bus travel in Ankeny.

Ratings of community characteristics were compared to the benchmark database. Of the 25 characteristics for which comparisons were available, 25 were above the benchmark comparison, three were similar to the benchmark comparison and one was below.

Residents in the City of Ankeny were civically engaged. While only 23% had attended a meeting of local elected public officials or other local public meeting in the previous 12 months, 95% had provided help to a friend or neighbor. A majority had volunteered their time to some group or activity in the City of Ankeny, which was higher than the benchmark.

In general, survey respondents demonstrated trust in local government. About two thirds rated the overall direction being taken by the City of Ankeny as “good” or “excellent.” This was higher than the benchmark. Those residents who had interacted with an employee of the City of Ankeny in the previous 12 months gave high marks to those employees. Nearly all rated their overall impression of employees as “excellent” or “good.”

On average, residents gave highly favorable ratings to almost all local government services. City services rated were able to be compared to the benchmark database. Of the 33 services for which comparisons were available, 31 were above the benchmark comparison, two were similar to the benchmark comparison and none were below.

A Key Driver Analysis was conducted for the City of Ankeny which examined the relationships between ratings of each service and ratings of the City of Ankeny’s services overall. Those key driver services that correlated most strongly with residents’ perceptions about overall City service quality have been identified. By targeting improvements in key services, the City of Ankeny can focus on the services that have the greatest likelihood of influencing residents’ opinions about overall service quality. Services found to be influential in ratings of overall service quality from the Key Driver Analysis were:

- Police services
- Economic development
- Recycling
- Public schools

COMMUNITY RATINGS

OVERALL COMMUNITY QUALITY

Overall quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. The National Citizen Survey™ contained many questions related to quality of community life in the City of Ankeny – not only direct questions about quality of life overall and in neighborhoods, but questions to measure residents' commitment to the City of Ankeny. Residents were asked whether they planned to move soon or if they would recommend the City of Ankeny to others. Intentions to stay and willingness to make recommendations provide evidence that the City of Ankeny offers services and amenities that work.

Almost all of the City of Ankeny's residents gave high ratings to their neighborhoods and the community as a place to live. Further, almost all reported they would recommend the community to others and plan to stay for the next five years.

FIGURE 3: RATINGS OF OVERALL QUALITY OF LIFE BY YEAR

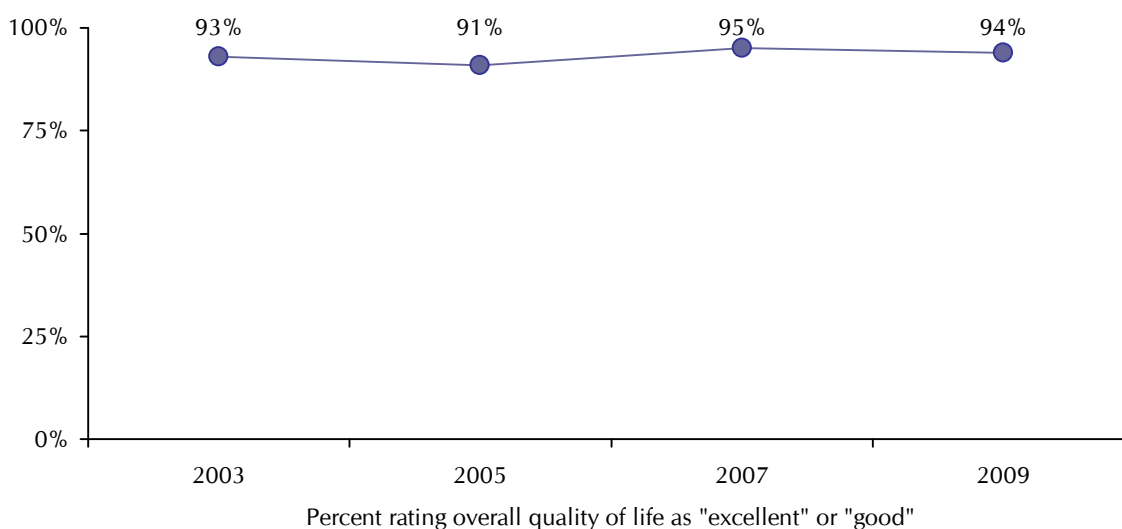


FIGURE 4: RATINGS OF OVERALL COMMUNITY QUALITY BY YEAR

	2009	2007	2005	2003
The overall quality of life in Ankeny	94%	95%	91%	93%
Your neighborhood as a place to live	91%	89%	88%	86%
Ankeny as a place to live	97%	95%	93%	96%
Percent "excellent" or "good"				

FIGURE 5: LIKELIHOOD OF REMAINING IN COMMUNITY AND RECOMMENDING COMMUNITY

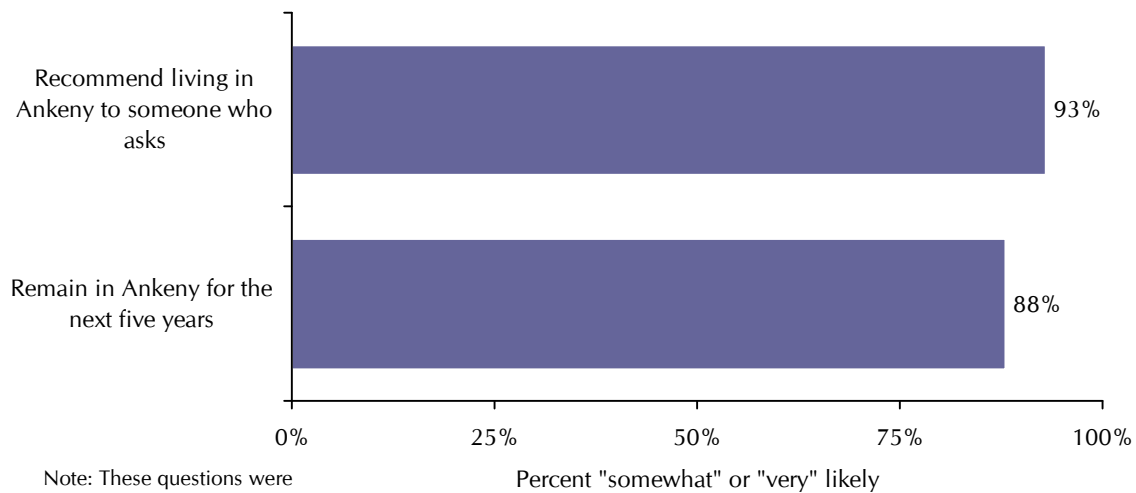


FIGURE 6: OVERALL COMMUNITY QUALITY BENCHMARKS

	Comparison to benchmark
Overall quality of life in Ankeny	Above
Your neighborhood as place to live	Above
Ankeny as a place to live	Above
Remain in Ankeny for the next five years	Above
Recommend living in Ankeny to someone who asks	Above

Overall community quality was compared to survey data from previous years. Average ratings were computed for the previous years' data to make comparison easier. Trends from 2007 to 2009 were stable.

COMMUNITY DESIGN

Transportation

The ability to move easily throughout a community can greatly affect the quality of life of residents by diminishing time wasted in traffic congestion and by providing opportunities to travel quickly and safely by modes other than the automobile. High quality options for resident mobility not only require local government to remove barriers to flow but they require government programs and policies that create quality opportunities for all modes of travel.

Residents responding to the survey were given a list of six aspects of mobility to rate on a scale of "excellent," "good," "fair" and "poor." Ease of walking was given the most positive rating, followed by ease of car travel in Ankeny. These ratings tended to be higher than the benchmark and varied when compared to years past.

FIGURE 7: RATINGS OF TRANSPORTATION IN COMMUNITY BY YEAR

	2009	2007	2005	2003
Ease of car travel in Ankeny	77%	80%	71%	79%
Ease of bus travel in Ankeny	48%	47%	37%	NA
Ease of bicycle travel in Ankeny	64%	49%	46%	54%
Ease of walking in Ankeny	81%	74%	77%	80%
Availability of paths and walking trails	76%	NA	NA	NA
Traffic flow on major streets	61%	NA	NA	NA
Percent "excellent" or "good"				

FIGURE 8: COMMUNITY TRANSPORTATION BENCHMARKS

	Comparison to benchmark
Ease of bus travel in Ankeny	Similar
Ease of car travel in Ankeny	Above
Ease of walking in Ankeny	Above
Ease of bicycle travel in Ankeny	Above
Availability of paths and walking trails	Above
Traffic flow on major streets	Above

Seven transportation services were rated in Ankeny. As compared to most communities across America, ratings tended to be favorable. Six were above the benchmark and one was similar to the benchmark.

FIGURE 9: RATINGS OF TRANSPORTATION AND PARKING SERVICES BY YEAR

	2009	2007	2005	2003
Street repair	59%	57%	61%	70%
Street cleaning	77%	76%	74%	78%
Street lighting	80%	79%	73%	80%
Snow removal	78%	82%	79%	80%
Sidewalk maintenance	65%	NA	NA	NA
Traffic signal timing	60%	64%	53%	63%
Bus or transit services	60%	50%	45%	59%
Percent "excellent" or "good"				

FIGURE 10: TRANSPORTATION AND PARKING SERVICES BENCHMARKS

	Comparison to benchmark
Street repair /maintenance	Above
Street cleaning	Above
Street lighting	Above
Snow removal	Above
Sidewalk maintenance	Above
Light timing	Above
Bus or transit services	Similar

By measuring choice of travel mode over time, communities can monitor their success in providing attractive alternatives to the traditional mode of travel, the single-occupied automobile. When asked how they typically traveled to work, single-occupancy (SOV) travel was the overwhelming mode of use. However, 3% of work commute trips were made by transit and 1% by foot.

FIGURE 11: FREQUENCY OF BUS USE IN LAST 12 MONTHS

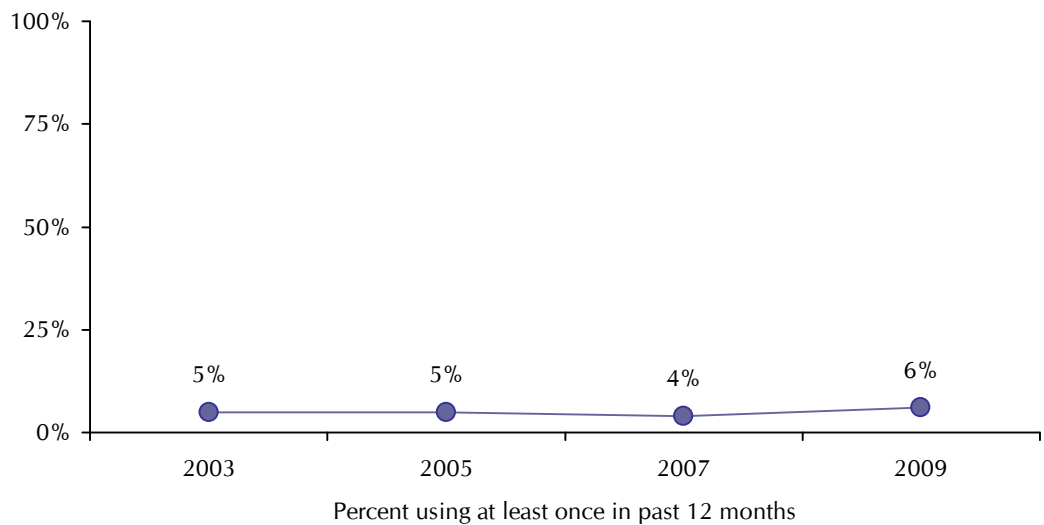
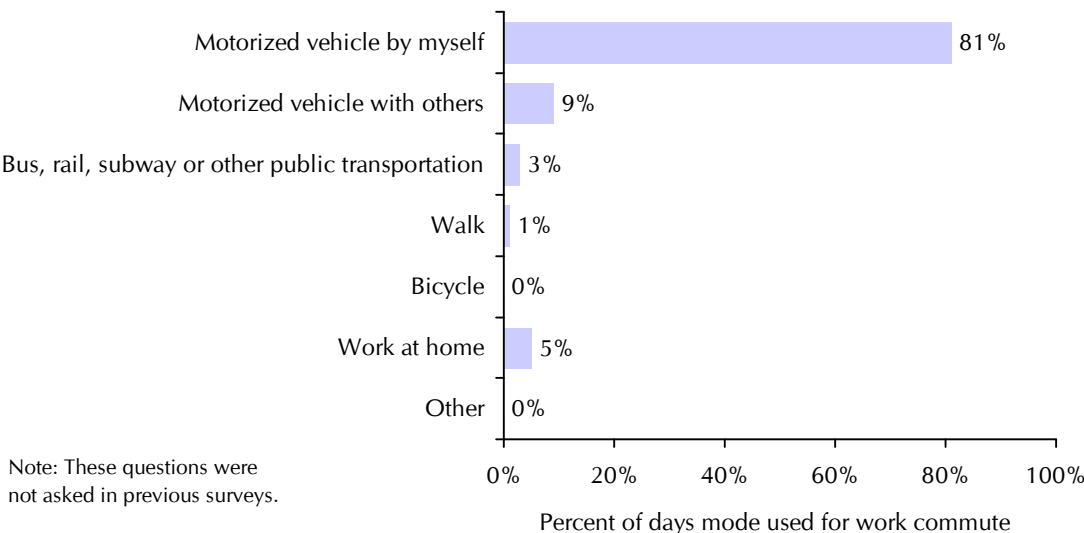


FIGURE 12: FREQUENCY OF BUS USE BENCHMARKS

Comparison to benchmark	
Ridden a local bus within Ankeny	Less

FIGURE 13: MODE OF TRAVEL USED FOR WORK COMMUTE



Housing

Housing variety and affordability are not luxuries for any community. When there are too few options for housing style and affordability, the characteristics of a community tilt toward a single group, often of well-off residents. While this may seem attractive to a community, the absence of affordable townhomes, condominiums, mobile homes, single family detached homes and apartments means that in addition to losing the vibrancy of diverse thoughts and lifestyles, the community loses the service workers that sustain all communities – police officers, school teachers, house painters and electricians. These workers must live elsewhere and commute in at great personal cost and to the detriment of traffic flow and air quality. Furthermore lower income residents pay so much of their income to rent or mortgage that little remains to bolster their own quality of life or local business.

The survey of the City of Ankeny residents asked respondents to reflect on the availability of affordable housing as well as the variety of housing options. The availability of affordable housing was rated as “excellent” or “good” by 60% of respondents, while the variety of housing options was rated as “excellent” or “good” by 83% of respondents. The rating of perceived affordable housing availability was better in the City of Ankeny than the ratings, on average, in comparison jurisdictions.

FIGURE 14: RATINGS OF HOUSING IN COMMUNITY BY YEAR

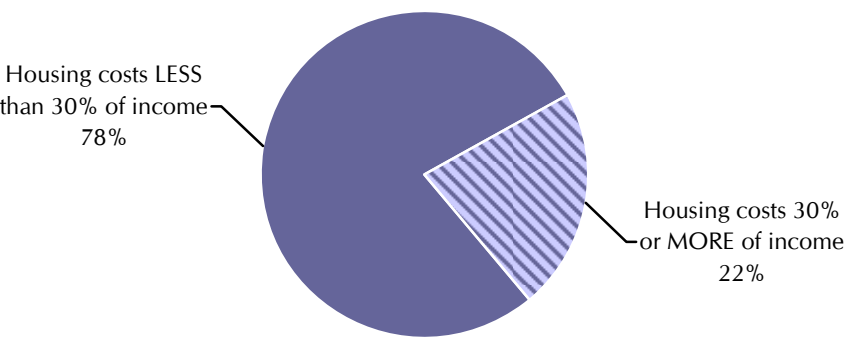
	2009	2007	2005	2003
Availability of affordable quality housing	60%	53%	47%	41%
Variety of housing options	83%	NA	NA	NA
Percent "excellent" or "good"				

FIGURE 15: HOUSING CHARACTERISTICS BENCHMARKS

	Comparison to benchmark
Availability of affordable quality housing	Above
Variety of housing options	Above

To augment the perceptions of affordable housing in Ankeny, the cost of housing as reported in the survey was compared to residents’ reported monthly income to create a rough estimate of the proportion of residents of the City of Ankeny experiencing housing cost stress. About 22% of survey participants were found to pay housing costs of more than 30% of their monthly household income.

FIGURE 16: PROPORTION OF RESPONDENTS WHOSE HOUSING COSTS ARE "AFFORDABLE"



Note: This question was not asked in previous surveys.

FIGURE 17: HOUSING COSTS BENCHMARKS

	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or more of income)	Less

Land Use and Zoning

Community development contributes to a feeling among residents and even visitors of the attention given to the speed of growth, the location of residences and businesses, the kind of housing that is appropriate for the community and the ease of access to commerce, green space and residences. Even the community's overall appearance often is attributed to the planning and enforcement functions of the local jurisdiction. Residents will appreciate an attractive, well-planned community. The NCS questionnaire asked residents to evaluate the quality of new development, the appearance of the City of Ankeny and the speed of population growth. Problems with the appearance of property were rated, and the quality of land use planning, zoning and code enforcement services were evaluated.

The overall quality of new development in the City of Ankeny was rated as "excellent" or "good" by 86% of respondents. The overall appearance of Ankeny was rated as "excellent" or "good" by 93% of respondents and was higher than the benchmark. When rating to what extent run down buildings, weed lots or junk vehicles were a problem in the City of Ankeny, 1% thought they were a "major" or "moderate" problem. The services of land use, planning and zoning, code enforcement and animal control were rated above the benchmark.

FIGURE 18: RATINGS OF THE COMMUNITY'S "BUILT ENVIRONMENT" BY YEAR

	2009	2007	2005	2003
Overall quality of new development in Ankeny	86%	80%	83%	NA
Overall appearance of Ankeny	93%	89%	89%	92%
Percent "excellent" or "good"				

FIGURE 19: BUILT ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Quality of new development in City	Above
Overall appearance of Ankeny	Above

FIGURE 20: RATINGS OF POPULATION GROWTH BY YEAR

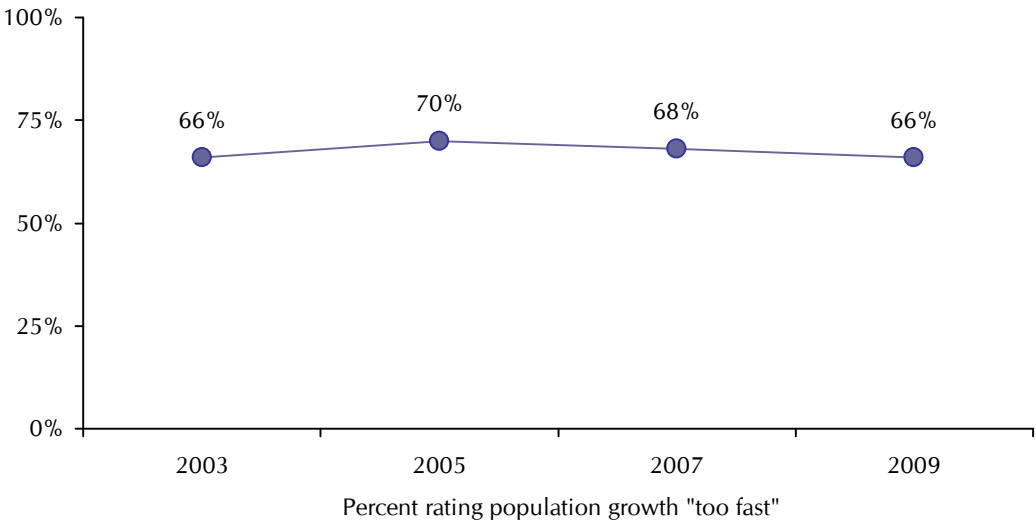


FIGURE 21: POPULATION GROWTH BENCHMARKS

	Comparison to benchmark
Population growth seen as too fast	More

FIGURE 22: RATINGS OF NUISANCE PROBLEMS BY YEAR

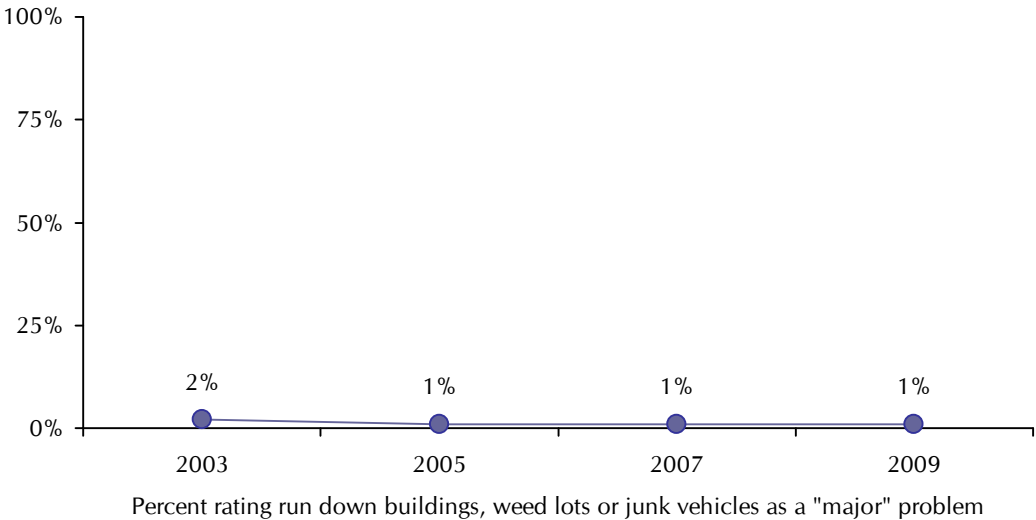


FIGURE 23: NUISANCE PROBLEMS BENCHMARKS

	Comparison to benchmark
Run down buildings, weed lots and junk vehicles are a "major" problem	Less

FIGURE 24: RATINGS OF PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BY YEAR

	2009	2007	2005	2003
Land use, planning and zoning	61%	63%	58%	64%
Code enforcement (weeds, abandoned buildings, etc)	71%	77%	74%	72%
Animal control	81%	82%	78%	75%
Percent "excellent" or "good"				

FIGURE 25: PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BENCHMARKS

	Comparison to benchmark
Land use, planning and zoning	Above
Code enforcement (weeds, abandoned buildings, etc)	Above
Animal control	Above

ECONOMIC SUSTAINABILITY

The health of the economy may color how residents perceive their environment and all the services that local government delivers. In particular, a strong or weak local economy will shape what residents think about job and shopping opportunities. Just as residents have an idea about the speed of local population growth, they have a sense of how fast job and shopping opportunities are growing.

Survey respondents were asked to rate a number of community features related to economic opportunity and growth. The most positively rated features were Overall quality of business and service establishments in Ankeny and shopping opportunities. Receiving the lowest rating was employment opportunities.

FIGURE 26: RATINGS OF ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BY YEAR

	2009	2007	2005	2003
Employment opportunities	40%	37%	39%	33%
Shopping opportunities	77%	70%	82%	78%
Ankeny as a place to work	71%	67%	65%	NA
Overall quality of business and service establishments in Ankeny	84%	NA	NA	NA
Percent "excellent" or "good"				

FIGURE 27: ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Employment opportunities	Above
Shopping opportunities	Above
Place to work	Above
Overall quality of business and service establishments in Ankeny	Above

Residents were asked to evaluate the speed of jobs growth and retail growth on scale from “much too slow” to “much too fast.” When asked about the rate of job growth in Ankeny, 68% responded that it was “too slow,” while 25% reported retail growth as “too slow.” Fewer residents in Ankeny compared to other jurisdictions believed that retail growth was too slow and fewer residents believed that job growth was too slow.

FIGURE 28: RATINGS OF RETAIL AND JOB GROWTH BY YEAR

	2009	2007	2005	2003
Jobs growth (too slow)	68%	63%	57%	58%
Retail growth (too slow)	25%	23%	15%	14%
Percent of respondents of growth				

FIGURE 29: RETAIL AND JOB GROWTH BENCHMARKS

	Comparison to benchmark
Retail growth seen as too slow	Less
Jobs growth seen as too slow	Less

FIGURE 30: RATINGS OF ECONOMIC DEVELOPMENT SERVICES BY YEAR

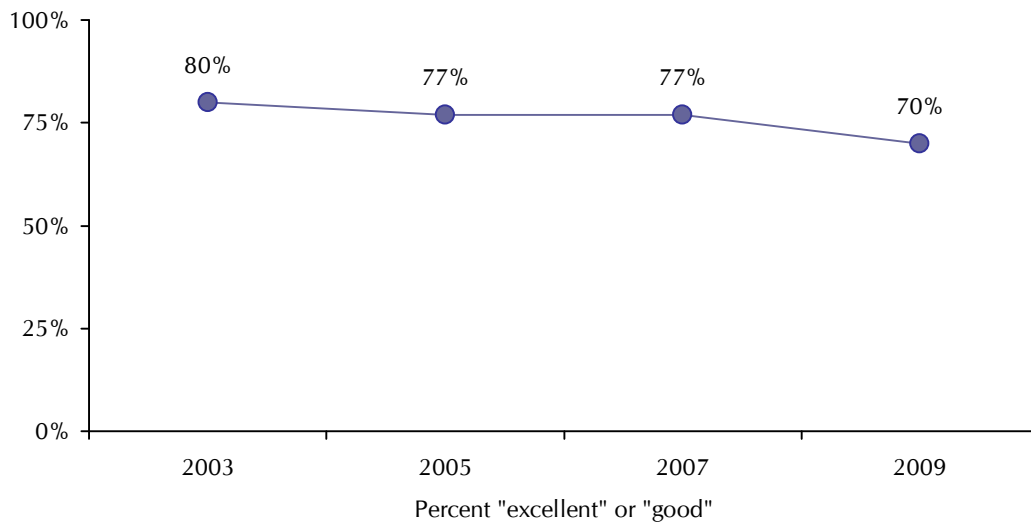


FIGURE 31: ECONOMIC DEVELOPMENT SERVICES BENCHMARKS

	Comparison to benchmark
Economic development	Above

Residents were asked to reflect on their economic prospects in the near term. Seventeen percent of the City of Ankeny residents expected that the coming six months would have a “somewhat” or “very” positive impact on their family. The percent of residents with an optimistic outlook on their household income was the same as comparison jurisdictions.

FIGURE 32: RATINGS OF PERSONAL ECONOMIC FUTURE BY YEAR

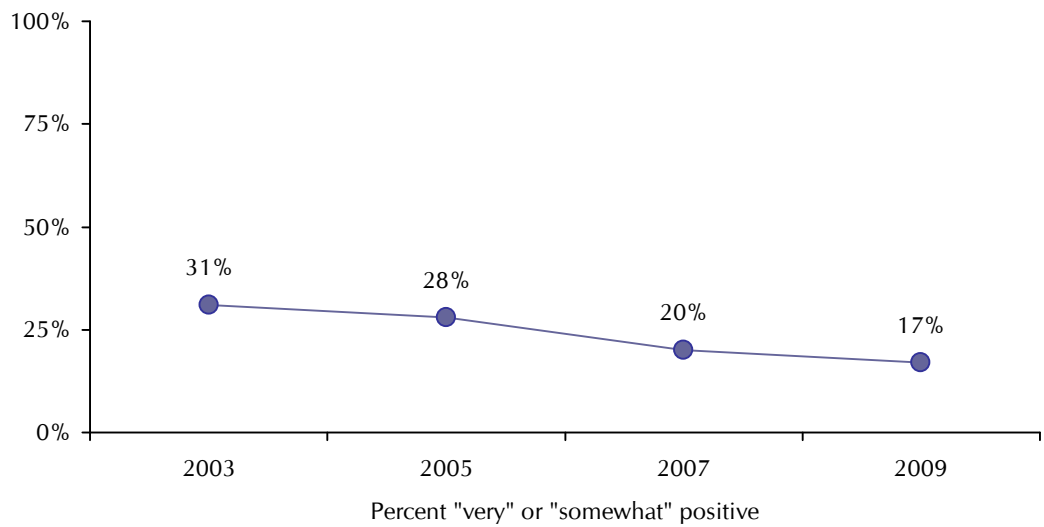


FIGURE 33: PERSONAL ECONOMIC FUTURE BENCHMARKS

Comparison to benchmark	
Positive impact of economy on household income	Similar

PUBLIC SAFETY

Safety from violent or property crimes creates the cornerstone of an attractive community. No one wants to live in fear of crime, fire or natural hazards, and communities in which residents feel protected or unthreatened are communities that are more likely to show growth in population, commerce and property value.

Residents were asked to rate their feelings of safety from violent crimes, property crimes, fire and environmental dangers and to evaluate the local agencies whose main charge is to provide protection from these dangers. Almost all gave positive ratings of safety in the City Ankeny. About 94% percent of those completing the questionnaire said they felt “very” or “somewhat” safe from violent crimes and 87% felt “very” or “somewhat” safe from environmental hazards. Neighborhoods felt safer than downtown after dark.

FIGURE 34: RATINGS OF COMMUNITY AND PERSONAL PUBLIC SAFETY BY YEAR

	2009	2007	2005	2003
Safety in your neighborhood during the day	97%	98%	99%	98%
Safety in your neighborhood after dark	92%	92%	92%	91%
Safety in Ankeny's downtown area during the day	96%	98%	98%	97%
Safety in Ankeny's downtown area after dark	87%	86%	88%	87%
Safety from violent crime	94%	94%	90%	90%
Safety from property crimes	89%	85%	77%	80%
Safety from environmental hazards	87%	NA	NA	NA
Percent "very" or "somewhat" safe				

FIGURE 35: COMMUNITY AND PERSONAL PUBLIC SAFETY BENCHMARKS

	Comparison to benchmark
Safety in your neighborhood during the day	Above
Safety in your neighborhood after dark	Above
Safety in Ankeny's downtown area during the day	Above
Safety in Ankeny's downtown area after dark	Above
Safety from violent crime (e.g., rape, assault, robbery)	Above
Safety from property crimes (e.g., burglary, theft)	Above
Toxic waste or other environmental hazard(s)	Above

As assessed by the survey, 7% of respondents reported that someone in the household had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 79% had reported it to police. Compared to other jurisdictions fewer Ankeny residents had been victims of crime in the 12 months preceding the survey and more Ankeny residents had reported their most recent crime victimization to the police.

FIGURE 36: CRIME VICTIMIZATION AND REPORTING BY YEAR

	2009	2007	2005	2003
During the past twelve months, were you or anyone in your household the victim of any crime?	7%	5%	8%	9%
If yes, was this crime (these crimes) reported to the police?	79%	59%	74%	77%
Percent "yes"				

FIGURE 37: CRIME VICTIMIZATION AND REPORTING BENCHMARKS

	Comparison to benchmark
Victim of crime	Less
Reported crimes	More

Residents rated six City public safety services; of these, six were rated above the benchmark comparison. Fire services and Ambulance or emergency medical services received the highest ratings, while traffic enforcement and emergency preparedness received the lowest ratings. Public safety service ratings were similar compared to previous years.

FIGURE 38: RATINGS OF PUBLIC SAFETY SERVICES BY YEAR

	2009	2007	2005	2003
Police services	89%	92%	88%	87%
Fire services	96%	94%	96%	95%
Ambulance or emergency medical services	96%	95%	95%	93%
Fire prevention and education	90%	91%	92%	90%
Traffic enforcement	81%	79%	76%	80%
Emergency preparedness	73%	NA	NA	NA
Percent "excellent" or "good"				

FIGURE 39: PUBLIC SAFETY SERVICES BENCHMARKS

	Comparison to benchmark
Police services	Above
Fire services	Above
EMS/ambulance	Above
Fire prevention and education	Above
Traffic enforcement	Above
Emergency preparedness	Above

ENVIRONMENTAL SUSTAINABILITY

Residents value the aesthetic qualities of their hometowns and appreciate features such as overall cleanliness and landscaping. In addition, the appearance and smell or taste of the air and water do not go unnoticed. These days, increasing attention is paid to proper treatment of the environment. At the same time that they are attending to community appearance and cleanliness, cities, counties, states and the nation are going “Green”. These strengthening environmental concerns extend to trash haul, recycling, sewer services, the delivery of power and water and preservation of open spaces. Treatment of the environment affects air and water quality and, generally, how habitable and inviting a place appears

Residents of the City of Ankeny were asked to evaluate their local environment and the services provided to ensure its quality. The overall quality of the natural environment was rated as “excellent” or “good” by 82% of survey respondents. The cleanliness of Ankeny received the highest rating, and it was above the benchmark.

FIGURE 40: RATINGS OF THE COMMUNITY'S NATURAL ENVIRONMENT

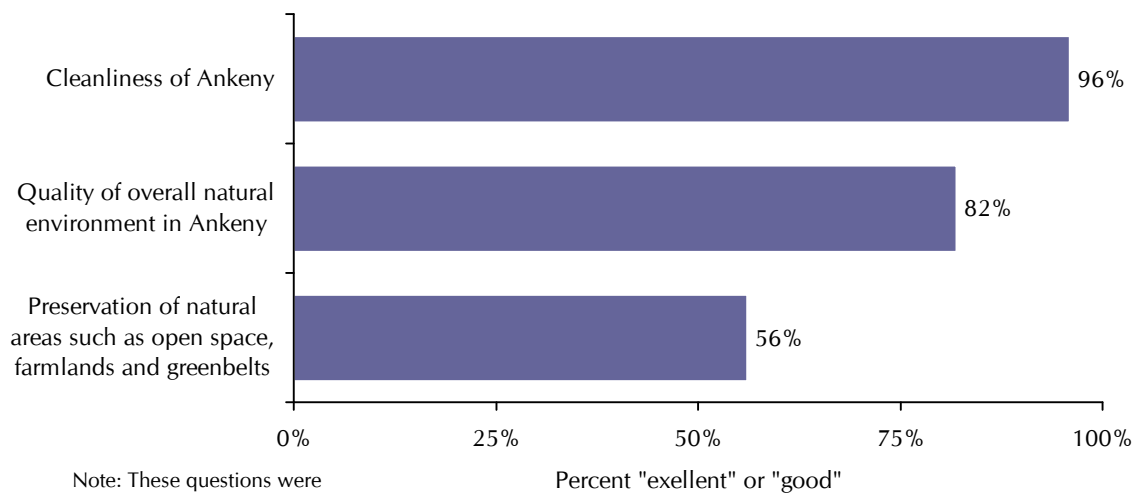


FIGURE 41: COMMUNITY ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Cleanliness of Ankeny	Above
Quality of overall natural environment in Ankeny	Above
Preservation of natural areas such as open space, farmlands and greenbelts	Similar

Resident recycling was greater than recycling reported in comparison communities.

FIGURE 42: FREQUENCY OF RECYCLING IN LAST 12 MONTHS

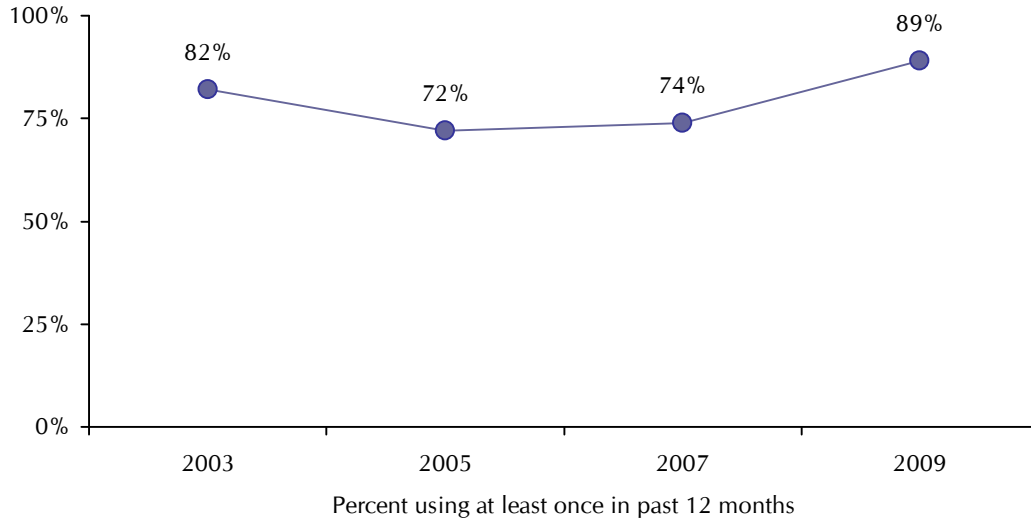


FIGURE 43: FREQUENCY OF RECYCLING BENCHMARKS

	Comparison to benchmark
Recycled used paper, cans or bottles from your home	More

Of the five utility services rated by those completing the questionnaire, all were higher than the benchmark comparison. These service ratings trends were stable when compared to past surveys.

FIGURE 44: RATINGS OF UTILITY SERVICES BY YEAR

	2009	2007	2005	2003
Sewer services	89%	88%	84%	83%
Drinking water	80%	83%	74%	70%
Storm drainage	70%	72%	71%	73%
Yard waste pick-up	78%	82%	77%	NA
Recycling	90%	85%	89%	84%
Percent "excellent" or "good"				

FIGURE 45: UTILITY SERVICES BENCHMARKS

	Comparison to benchmark
Sewer services	Above
Drinking water	Above
Storm drainage	Above
Yard waste pick-up	Above
Recycling	Above

RECREATION AND WELLNESS

Parks and Recreation

Quality parks and recreation opportunities help to define a community as more than the grind of its business, traffic and hard work. Leisure activities vastly can improve the quality of life of residents, serving both to entertain and mobilize good health. The survey contained questions seeking residents' perspectives about opportunities and services related to the community's parks and recreation services.

Recreation opportunities in the City of Ankeny were rated positively as were services related to parks and recreation. City parks, recreation programs or classes or recreation centers or facilities were rated higher than the benchmark. Recreation opportunities received the lowest rating and were higher than the national benchmark. Parks and recreation ratings have improved over time.

Resident use of Ankeny parks and recreation facilities tells its own story about the attractiveness and accessibility of those services. The percent of residents that used Ankeny recreation centers was greater than the percent of users in comparison jurisdictions. Similarly, recreation program use in Ankeny was higher than use in comparison jurisdictions.

FIGURE 46: RATINGS OF COMMUNITY RECREATIONAL OPPORTUNITIES BY YEAR

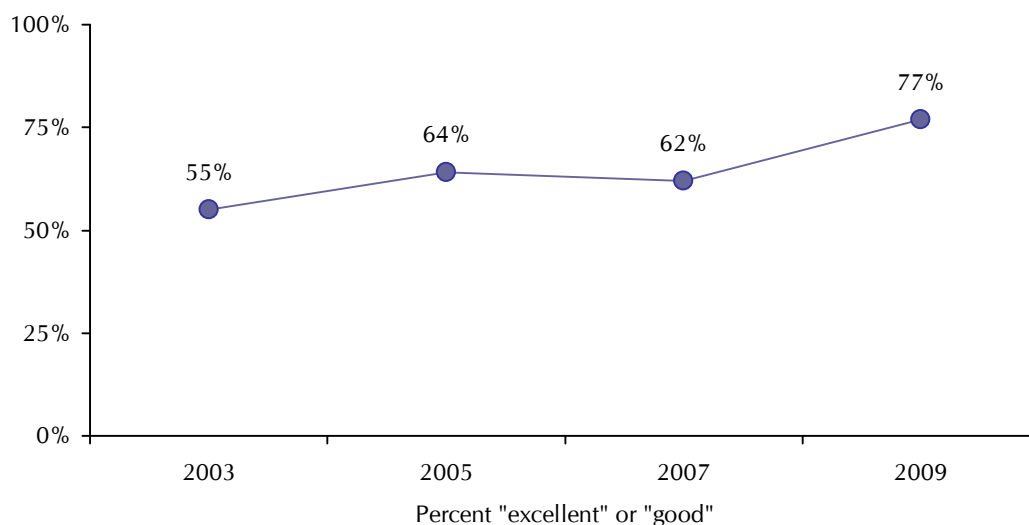


FIGURE 47: COMMUNITY RECREATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Recreation opportunities	Above

FIGURE 48: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BY YEAR

	2009	2007	2005	2003
Used Ankeny recreation centers	65%	64%	60%	64%
Participated in a recreation program or activity	56%	45%	48%	45%
Visited a neighborhood park or City park	88%	89%	85%	88%
Percent using at least once in last 12 months				

FIGURE 49: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Used Ankeny recreation centers	More
Participated in a recreation program or activity	More
Visited a neighborhood park or City park	Similar

FIGURE 50: RATINGS OF PARKS AND RECREATION SERVICES BY YEAR

	2009	2007	2005	2003
City parks	95%	NA	92%	90%
Recreation programs or classes	89%	80%	83%	86%
Recreation centers or facilities	86%	76%	78%	80%
Percent "excellent" or "good"				

FIGURE 51: PARKS AND RECREATION SERVICES BENCHMARKS

	Comparison to benchmark
City parks	Above
Recreation programs or classes	Above
Recreation centers or facilities	Above

Culture, Arts and Education

A full service community does not address only the life and safety of its residents. Like an individual who simply goes to the office and returns home, a community that pays attention only to the life sustaining basics becomes insular, dreary and uninspiring to business and individuals. In the case of communities without thriving culture, arts and education opportunities, the magnet that attracts those who might consider relocating there is vastly weakened. Cultural, artistic, social and educational services elevate the opportunities for personal growth among residents. In the survey, residents were asked about the quality of opportunities to participate in cultural and educational activities.

Opportunities to attend cultural activities were rated as “excellent” or “good” by 36% of respondents. Educational opportunities were rated as “excellent” or “good” by 86% of respondents. Compared to the benchmark data, educational opportunities were above to the average of comparison jurisdictions, while cultural activity opportunities were rated below the benchmark comparison.

About 79% of Ankeny residents used a City library at least once in the 12 months preceding the survey. This participation rate for library use was above comparison jurisdictions.

FIGURE 52: RATINGS OF CULTURAL AND EDUCATIONAL OPPORTUNITIES BY YEAR

	2009	2007	2005	2003
Opportunities to attend cultural activities	36%	48%	43%	NA
Educational opportunities	86%	88%	88%	NA
Percent "excellent" or "good"				

FIGURE 53: CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to attend cultural activities	Below
Educational opportunities	Above

FIGURE 54: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BY YEAR

	2009	2007	2005	2003
Used Ankeny public libraries or their services	79%	74%	74%	76%
Participated in religious or spiritual activities in Ankeny	70%	NA	NA	NA
Percent using at least once in last 12 months				

FIGURE 55: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Used Ankeny public libraries or their services	More
Participated in religious or spiritual activities in Ankeny	More

FIGURE 56: PERCEPTION OF CULTURAL AND EDUCATIONAL SERVICES BY YEAR

	2009	2007	2005	2003
Public schools	85%	91%	NA	NA
Public library services	89%	NA	84%	86%
Percent "excellent" or "good"				

FIGURE 57: CULTURAL AND EDUCATIONAL SERVICES BENCHMARKS

	Comparison to benchmark
Public schools	Above
Public library services	Above

Health and Wellness

Healthy residents have the wherewithal to contribute to the economy as volunteers or employees and they do not present a burden in cost and time to others. Although residents bear the primary responsibility for their good health, local government provides services that can foster that well being and that provide care when residents are ill.

Residents of the City of Ankeny were asked to rate the community's health services as well as the availability of health care, high quality affordable food and preventive health care services. The availability of affordable quality food and preventive health services were rated most positively for the City of Ankeny, while the availability for affordable quality health care rated less favorably by residents.

Among Ankeny residents, 73% rated affordable quality health care as "excellent" or "good." Those ratings were above the ratings of comparison communities.

FIGURE 58: RATINGS OF COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BY YEAR

	2009	2007	2005	2003
Availability of affordable quality health care	73%	75%	75%	64%
Availability of affordable quality food	85%	NA	NA	NA
Availability of preventive health services	82%	NA	NA	NA
Percent "excellent" or "good"				

FIGURE 59: COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Availability of affordable quality health care	Above
Availability of affordable quality food	Above
Availability of preventive health services	Above

COMMUNITY INCLUSIVENESS

Diverse communities that include among their residents a mix of races, ages, wealth, ideas and beliefs have the raw material for the most vibrant and creative society. However, the presence of these features alone does not ensure a high quality or desirable space. Surveyed residents were asked about the success of the mix: the sense of community, the openness of residents to people of diverse backgrounds and the attractiveness of the City of Ankeny as a place to raise children or to retire. They were also questioned about the quality of services delivered to various population subgroups, including older adults, youth and residents with few resources. A community that succeeds in creating an inclusive environment for a variety of residents is a community that offers more to many.

Almost all residents rated the City of Ankeny as an “excellent” or “good” place to raise kids and a majority rated it as an excellent or good place to retire. Most residents felt that the local sense of community was “excellent” or “good.” A majority of survey respondents felt the City of Ankeny was open and accepting towards people of diverse backgrounds. Availability of affordable quality child care was rated the lowest by residents but was higher than the benchmark.

FIGURE 60: RATINGS OF COMMUNITY QUALITY AND INCLUSIVENESS BY YEAR

	2009	2007	2005	2003
Sense of community	77%	76%	79%	72%
Openness and acceptance of the community towards people of diverse backgrounds	67%	NA	NA	NA
Availability of affordable quality child care	61%	67%	57%	NA
Ankeny as a place to raise children	95%	93%	93%	91%
Ankeny as a place to retire	64%	61%	61%	61%
Percent "excellent" or "good"				

FIGURE 61: COMMUNITY QUALITY AND INCLUSIVENESS BENCHMARKS

	Comparison to benchmark
Sense of community	Above
Openness and acceptance of the community toward people of diverse backgrounds	Similar
Availability of affordable quality child care	Above
Ankeny as a place to raise kids	Above
Ankeny as a place to retire	Above

Services to more vulnerable populations (e.g., seniors, youth or low-income residents) ranged from 61% to 84% with ratings of “excellent” or “good.” These services were rated above the benchmark.

FIGURE 62: RATINGS OF QUALITY OF SERVICES PROVIDED FOR POPULATION SUBGROUPS BY YEAR

	2009	2007	2005	2003
Services to seniors	77%	82%	70%	70%
Services to youth	84%	83%	68%	73%
Services to low-income people	61%	NA	NA	NA
Percent "excellent" or "good"				

FIGURE 63: SERVICES PROVIDED FOR POPULATION SUBGROUPS BENCHMARKS

	Comparison to benchmark
Services to seniors	Above
Services to youth	Above
Services to low income residents	Above

CIVIC ENGAGEMENT

Government leaders, elected or hired, cannot run a jurisdiction alone and a jurisdiction cannot run effectively if residents remain strangers with little to connect them. Elected officials and staff require the assistance of local residents whether that assistance comes in tacit approval or eager help; and commonality of purpose among the electorate facilitates policies and programs that appeal to most and causes discord among few. Furthermore, when neighbors help neighbors, the cost to the community to provide services to residents in need declines. When residents are civically engaged, they have taken the opportunity to participate in making the community more livable for all. The extent to which local government provides opportunities to become informed and engaged and the extent to which residents take those opportunities is an indicator of the connection between government and populace. By understanding your residents' level of connection to, knowledge of and participation in local government, the City can find better opportunities to communicate and educate citizens about its mission, services, accomplishments and plans. This survey information is essential for public communication and for helping local government staff to conceive strategies for reaching reluctant voters whose confidence in government may need boosting prior to important referenda.

Civic Activity

Respondents were asked about the perceived community volunteering opportunities and their participation as citizens of the City of Ankeny. Survey participants rated the volunteer opportunities in the City of Ankeny favorably. Opportunities to attend or participate in community matters were rated similarly.

The rating for opportunities to participate in community matters was above the benchmark while the rating for opportunities to volunteer was similar.

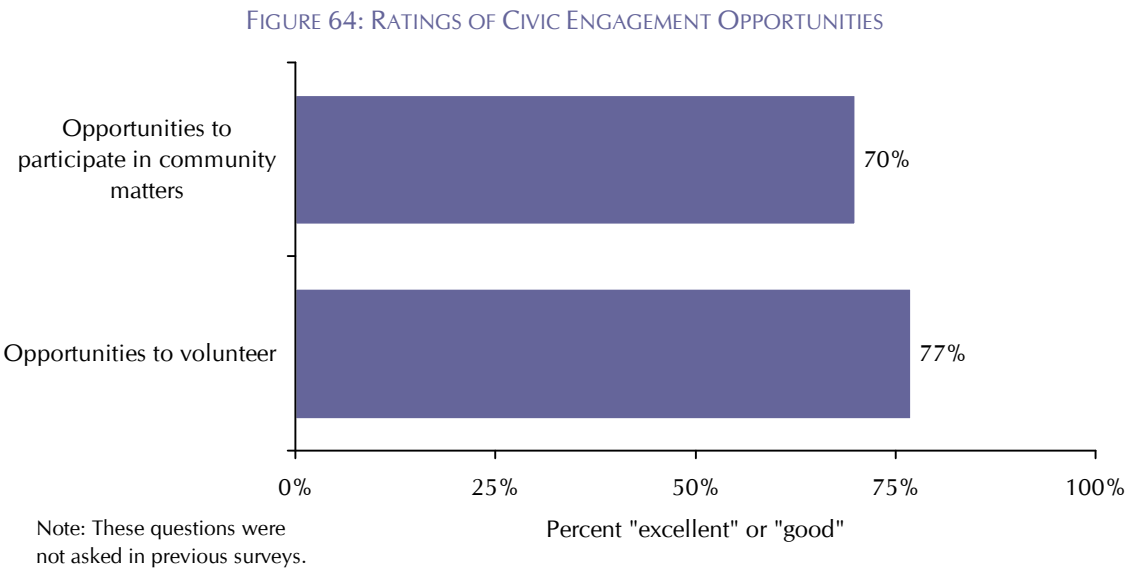


FIGURE 65: CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to participate in community matters	Above
Opportunities to volunteer	Similar

Most of the participants in this survey had not attended a public meeting or participated in a club in the 12 months prior to the survey, but the vast majority had helped a friend. The participation rates of these civic behaviors were compared to the rates in other jurisdictions. Participation in a club or civic group in Ankeny and those who had provided help to a friend or neighbor showed similar rates of involvement; while volunteerism showed higher rates. Those who had attended a meeting of local elected officials or other local public meeting showed lower rates of community engagement.

FIGURE 66: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BY YEAR

	2009	2007	2005	2003
Attended a meeting of local elected officials or other local public meeting	23%	26%	24%	18%
Volunteered your time to some group or activity in Ankeny	52%	38%	44%	41%
Participated in a club or civic group in Ankeny	33%	NA	NA	NA
Provided help to a friend or neighbor	95%	NA	NA	NA
Percent participating at least once in the last 12 months				

FIGURE 67: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	Less
Volunteered your time to some group or activity in Ankeny	More
Participated in a club or civic group in Ankeny	Similar
Provided help to a friend or neighbor	Similar

City of Ankeny residents showed the largest amount of civic engagement in the area of electoral participation. Ninety-two percent reported they were registered to vote and 82% indicated they had voted in the last general election. This rate of self-reported voting was higher than comparison communities.

FIGURE 68: REPORTED VOTING BEHAVIOR BY YEAR¹

	2009	2007	2005	2003
Registered to vote	92%	87%	88%	86%
Voted in the last general election	82%	71%	75%	71%
Percent "yes"				

FIGURE 69: VOTING BEHAVIOR BENCHMARKS

	Comparison to benchmark
Registered to vote	More
Voted in last general election	More

¹ Note: In addition to the removal of "don't know" responses, those who said "ineligible to vote" also have been omitted from this calculation. The full frequencies appear in Appendix A.

Information and Awareness

Those completing the survey were asked about their use and perceptions of various information sources and local government media services. When asked whether they had visited the City of Ankeny Web site in the previous 12 months, 74% reported they had done so at least once. Public information services were rated favorably compared to benchmark data.

FIGURE 70: USE OF INFORMATION SOURCES BY YEAR

	2009	2007	2005	2003
Read Ankeny Newsletter	93%	93%	93%	95%
Visited the City of Ankeny Web site (at www.ankenyiowa.gov)	74%	47%	42%	NA
Percent using at least once in last 12 months				

FIGURE 71: USE OF INFORMATION SOURCES BENCHMARKS

	Comparison to benchmark
Read Ankeny Newsletter	More
Visited the City of Ankeny Web site	More

FIGURE 72: RATINGS OF LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BY YEAR

	2009	2007	2005	2003
Cable television	62%	54%	61%	NA
Public information services	77%	80%	71%	74%
Percent "excellent" or "good"				

FIGURE 73: LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BENCHMARKS

	Comparison to benchmark
Cable television	Above
Public information services	Above

Social Engagement

Opportunities to participate in social events and activities were rated as “excellent” or “good” by 70% of respondents, while even more rated opportunities to participate in religious or spiritual events and activities as “excellent” or “good.”

FIGURE 74: RATINGS OF SOCIAL ENGAGEMENT OPPORTUNITIES

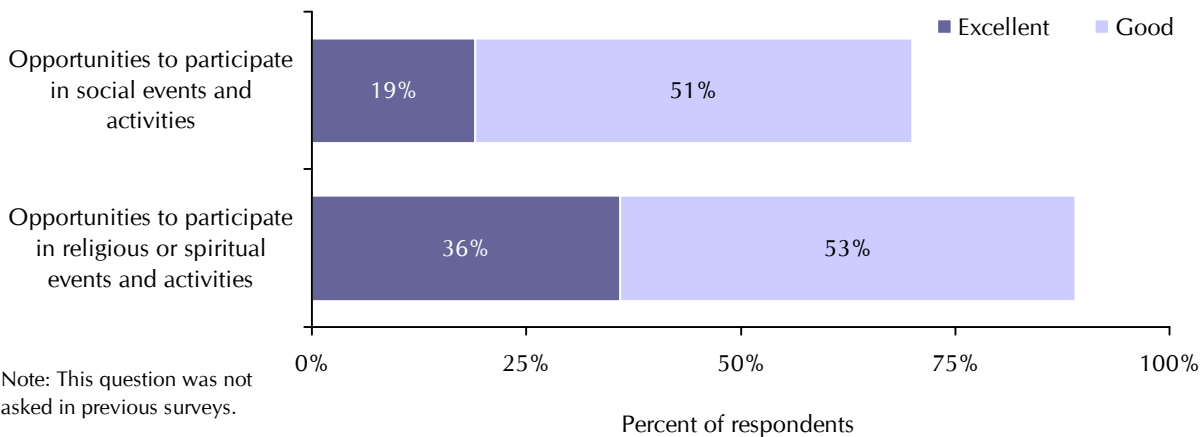
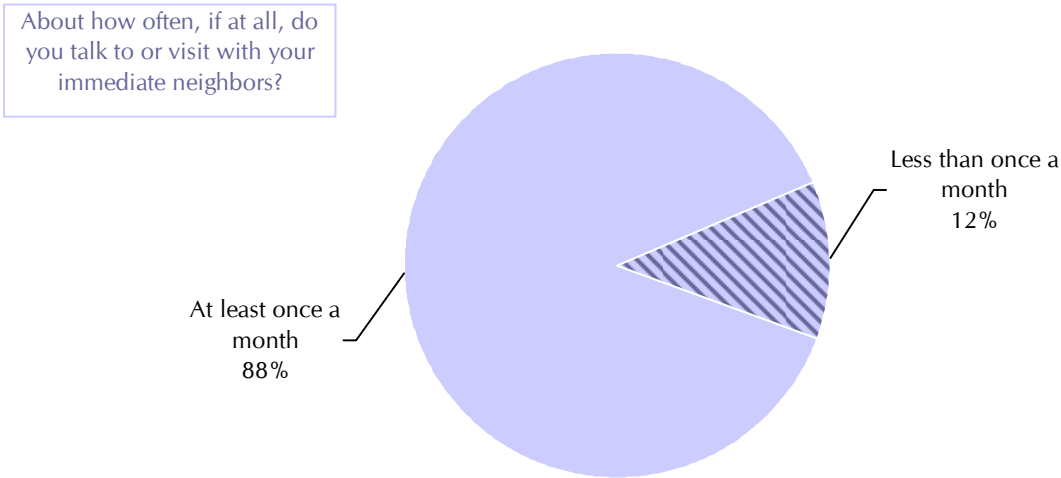


FIGURE 75: SOCIAL ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to participate in social events and activities	Above
Opportunities to participate in religious or spiritual events	Above

Residents in Ankeny reported a strong amount of neighborliness. More than 88% indicated talking or visiting with their neighbors once a month or more frequently. This amount of contact with neighbors was more than/ the amount of contact reported in other communities.

FIGURE 76: CONTACT WITH IMMEDIATE NEIGHBORS BY YEAR



Note: This question was not asked in previous surveys.

FIGURE 77: CONTACT WITH IMMEDIATE NEIGHBORS BENCHMARKS

	Comparison to benchmark
Has contact with neighbors at least once per month	More

PUBLIC TRUST

When local government leaders are trusted, an environment of cooperation is more likely to surround all decisions they make. Cooperation leads to easier communication between leaders and residents and increases the likelihood that high value policies and programs will be implemented to improve the quality of life of the entire community. Trust can be measured in residents' opinions about the overall direction the City of Ankeny is taking, their perspectives about the service value their taxes purchase and the openness of government to citizen participation. In addition, resident opinion about services provided by the City of Ankeny could be compared to their opinion about services provided by the state and federal governments. If residents find nothing to admire in the services delivered by any level of government, their opinions about the City of Ankeny may be colored by their dislike of what all levels of government provide.

A majority of respondents felt that the value of services for taxes paid was "excellent" or "good." When asked to rate the job the City of Ankeny does at listening to citizens, 47% rated it as "excellent" or "good." Of these five ratings, all five were above the benchmark.

FIGURE 78: PUBLIC TRUST RATINGS BY YEAR

	2009	2007	2005	2003
The value of services for the taxes paid to Ankeny	56%	65%	60%	67%
The overall direction that Ankeny is taking	68%	71%	68%	72%
The job Ankeny government does at welcoming citizen involvement	59%	70%	60%	65%
The job Ankeny government does at listening to citizens	47%	61%	52%	55%
Overall image or reputation of Ankeny	91%	93%	89%	NA
Percent "excellent" or "good"				
Note: In previous years, these questions were asked on an "agree/disagree" scale.				

FIGURE 79: PUBLIC TRUST BENCHMARKS

	Comparison to benchmark
Value of services for the taxes paid to Ankeny	Above
The overall direction that Ankeny is taking	Above
Job Ankeny government does at welcoming citizen involvement	Above
Job Ankeny government does at listening to citizens	Above
Overall image or reputation of Ankeny	Above

On average, residents of the City of Ankeny gave the highest evaluations to their own local government and the lowest average rating to federal government. The overall quality of services delivered by the City of Ankeny was rated as “excellent” or “good” by 87% of survey participants. The City of Ankeny’s rating was above the benchmark when compared to other communities. Ratings of overall City services have remained stable over the last two years.

FIGURE 80: RATING OVERALL QUALITY OF SERVICES PROVIDED BY THE CITY OF ANKENY BY YEAR

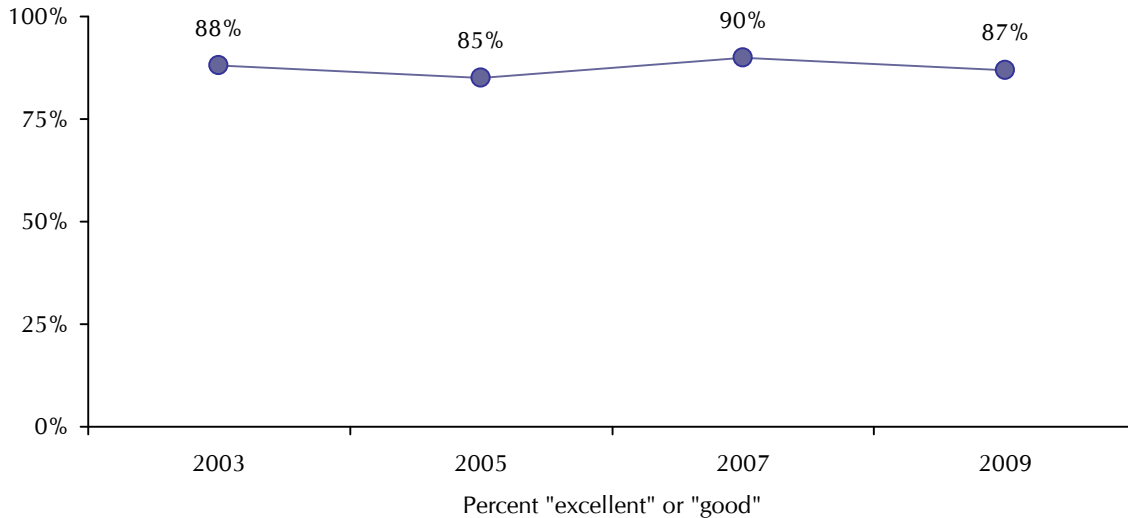


FIGURE 81: RATINGS OF SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BY YEAR

	2009	2007	2005	2003
Services provided by City of Ankeny	87%	90%	85%	88%
Services provided by the Federal Government	43%	48%	54%	43%
Services provided by the State Government	48%	58%	55%	45%
Services provided by Polk County Government	53%	NA	NA	NA
Percent "excellent" or "good"				

FIGURE 82: SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BENCHMARKS

	Comparison to benchmark
Services provided by the City of Ankeny	Above
Services provided by the Federal Government	Similar
Services provided by the State Government	Above
Services provided by Polk County Government	Similar

City of Ankeny Employees

The employees of the City of Ankeny who interact with the public create the first impression that most residents have of the City of Ankeny. Front line staff who provide information, assist with bill paying, collect trash, create service schedules, fight fires and crime and even give traffic tickets are the collective face of the City of Ankeny. As such, it is important to know about residents’ experience talking with that “face.” When employees appear to be knowledgeable, responsive and courteous, residents are more likely to feel that any needs or problems may be solved through positive and productive interactions with the City of Ankeny staff.

Those completing the survey were asked if they had been in contact with a City employee either in-person or over the phone in the last 12 months; the 55% who reported that they had been in contact (a percent that is similar to the benchmark comparison) were then asked to indicate overall how satisfied they were with the employee in their most recent contact. City employees were rated highly; 85% of respondents rated their overall impression as “excellent” or “good.” Employee ratings were higher than the benchmark and were similar to past survey years.

FIGURE 83: PROPORTION OF RESPONDENTS WHO HAD CONTACT WITH CITY EMPLOYEES IN PREVIOUS 12 MONTHS BY YEAR

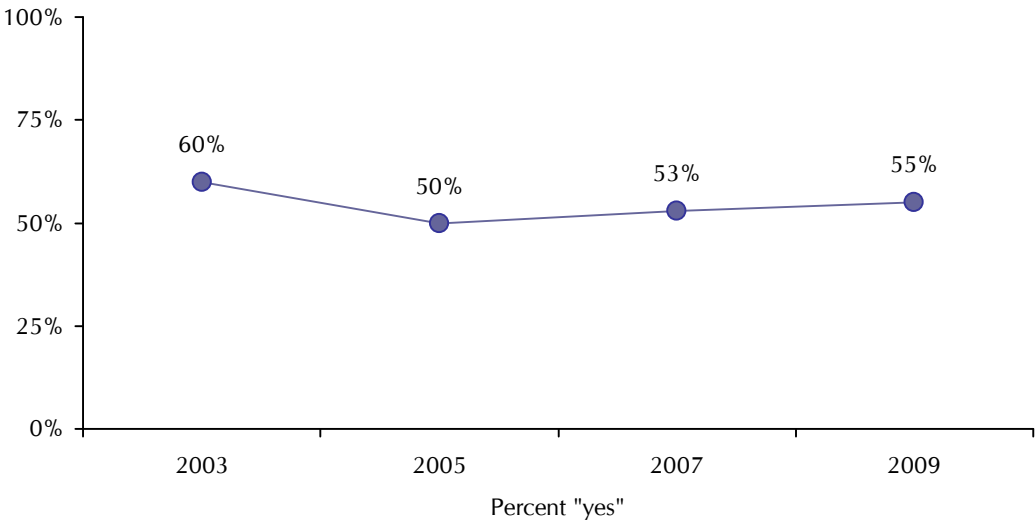


FIGURE 84: CONTACT WITH CITY EMPLOYEES BENCHMARKS

	Comparison to benchmark
Had contact with City employee(s) in last 12 months	Similar

FIGURE 85: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BY YEAR

	2009	2007	2005	2003
Knowledge	90%	87%	85%	86%
Responsiveness	87%	83%	83%	84%
Courtesy	86%	87%	86%	87%
Overall impression	85%	84%	82%	84%
Percent "excellent" or "good"				

FIGURE 86: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BENCHMARKS

	Comparison to benchmark
City employee knowledge	Above
City employee responsiveness	Above
City employee courteousness	Above
Overall impression	Above

FROM DATA TO ACTION

RESIDENT PRIORITIES

Knowing where to focus limited resources to improve residents' opinions of local government requires information that targets the services that are most important to residents. However, when residents are asked what services are most important, they rarely stray beyond core services – those directed to save lives and improve safety.

In market research, identifying the most important characteristics of a transaction or product is called Key Driver Analysis. The key drivers that are identified from that analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is the primary consideration in their choice of an airline, yet key driver analysis reveals that frequent flier perks or in-flight entertainment predicts their buying decisions.

In local government core services – like fire protection – invariably land at the top of the list created when residents are asked about the most important local government services. And core services are important. But by using Key Driver Analysis, our approach digs deeper to identify the less obvious, but more influential services that are most related to residents' ratings of overall quality of local government services. Because services focused directly on life and safety remain essential to quality government, it is suggested that core services should remain the focus of continuous monitoring and improvement where necessary – but monitoring core services or asking residents to identify important services is not enough.

A Key Driver Analysis (KDA) was conducted for the City of Ankeny by examining the relationships between ratings of each service and ratings of the City of Ankeny's overall services. Those key driver services that correlated most highly with residents' perceptions about overall City service quality have been identified. By targeting improvements in key services, the City of Ankeny can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality.

Services found to be most strongly correlated with ratings of overall service quality from the Ankeny Key Driver Analysis were:

- Police services
- Economic development
- Recycling
- Public schools

CITY OF ANKENY ACTION CHART

The 2009 City of Ankeny Action Chart™ on the following page combines three dimensions of performance:

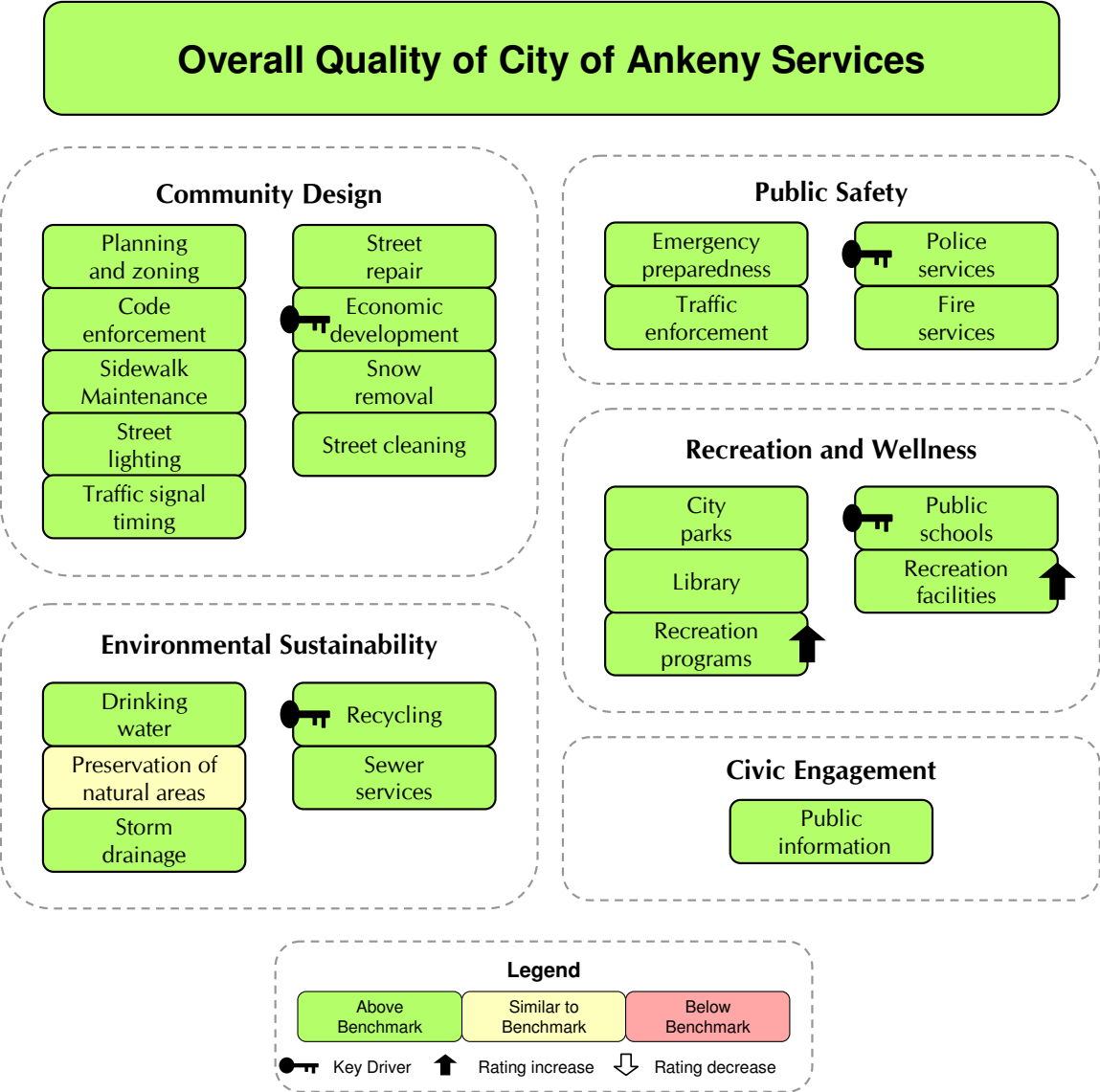
- Comparison to resident evaluations from other communities. When a comparison is available, the background color of each service box indicates whether the service is above the benchmark (green), similar to the benchmark (yellow) or below the benchmark (red).
- Identification of key services. A black key icon (🔑) next to a service box indicates that service is key (either core or key driver)
- Trendline icons (up and down arrows), indicating whether the current ratings are higher or lower than the previous survey.

Twenty-three services were included in the KDA for the City of Ankeny. Of these, 22 were above the benchmark and one was similar to the benchmark. Ratings for two services were trending up, while 21 remained similar to the previous survey. A key icon (🔑) indicates the four key drivers.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are trending down or that are not at least similar to the benchmark. In the case of Ankeny, no key drivers were below the benchmark or trending lower in the current survey. More detail about interpreting results can be found in the next section.

Services with a high percent of respondents answering “don’t know” were excluded from the analysis and were considered services that would be less influential. See Appendix A: Complete Survey Frequencies, Frequencies Including “Don’t Know” Responses for the percent “don’t know” for each service.

FIGURE 87: CITY OF ANKENY ACTION CHART™



Using Your Action Chart™

The key drivers derived for City of Ankeny provide a list of those services that are uniquely related to overall service quality. Those key drivers are marked with the symbol of a key in the action chart. Because key driver results are based on a relatively small number of responses, the relationships or correlations that define the key drivers are subject to more variability than is seen when key drivers are derived from a large national dataset of resident responses. To benefit City of Ankeny, NRC lists the key drivers derived from tens of thousands of resident responses from across the country. This national list is updated periodically so that you can compare your key drivers to the key drivers from the entire NRC data set. Where your locally derived key drivers overlap national key drivers, it makes sense to focus even more strongly on your keys. Similarly, when your local key drivers overlap your core services, there is stronger argument to make for attending to your key drivers that overlap with core services. In the following table, we have listed your key drivers, core services and the national key drivers and we have indicated, with shaded rows, City of Ankeny key drivers that overlap core services or the nationally derived keys.

FIGURE 88: KEY DRIVERS COMPARED

Service	City of Ankeny Key Drivers	National Key Drivers	Core Services
Code enforcement			✓
Economic development	✓	✓	
Land use planning and zoning		✓	
Light timing			
Sidewalk maintenance			
Snow removal			
Street cleaning			
Street lighting			
Street repair			✓
Drinking water			✓
Garbage collection			✓
Preservation of natural areas			
Recycling	✓		
Sewer			✓
Storm drainage			✓
Emergency preparedness			
EMS			✓
Fire			✓
Police services	✓	✓	✓
Traffic enforcement			
City parks			
Public library			
Public schools	✓	✓	
Recreation centers or facilities			
Recreation programs or classes			
Public information services		✓	

POLICY QUESTIONS

“Don’t know” responses have been removed from the following questions, when applicable.

Policy Question 1				
Ankeny currently has multiple taxing entities that represent a percent of the total tax rate which appears on your annual tax statement. Please indicate whether the current property tax rates in Ankeny are about right, a little too high, or much too high:	About right	A little too high	Much too high	Total
City property tax rate (\$0.27 of every tax dollar)	24%	48%	28%	100%
County property tax rate (\$0.24 of every tax dollar)	28%	44%	28%	100%
Schools property tax rate (\$0.47 of every tax dollar)	24%	39%	36%	100%
Other property tax rate (DMACC, state, DART) (\$0.02 of every tax dollar)	59%	24%	17%	100%

Policy Question 2	
For tax supported city services, which of the following best reflects your view?	Percent of respondents
The City should keep services and taxes at about the level they are now.	54%
The City should decrease taxes even if it will have to decrease services as a result.	42%
The City should increase services even if it will have to increase taxes as a result	4%
Total	100%

Policy Question 3	
To what extent would you support or oppose City Hall and most administrative offices (i.e., planning, human resources, finance) changing from a traditional five (5) day work week (8 hour days) to a four (4) day work week (10 hour days)? Police, Fire, and maintenance of streets and utilities would remain unchanged.	Percent of respondents
Strongly support	26%
Somewhat support	41%
Somewhat oppose	15%
Strongly oppose	17%
Total	100%

Policy Question 4				
The City of Ankeny may have to reduce some services in order to meet a possible 2010 budget shortfall. For each service below, please indicate whether you think it should definitely be reduced, maybe be reduced, or definitely not be reduced:	Definitely reduce	Maybe reduce	Definitely do not reduce	Total
Fire services (fire safety education programs)	8%	35%	56%	100%
Library services (reducing hours and services/programs)	14%	58%	28%	100%
Street maintenance (repair, patching, crack sealing)	3%	33%	64%	100%
Parks/trails maintenance (reducing mowing & maintenance of paths and trails)	18%	58%	23%	100%
Police services (eliminate school resource officers, school crossing guards, special events overtime)	13%	28%	59%	100%
Recreation programs (Prairie Ridge Sports Complex, adult and children's programs, senior services)	17%	58%	25%	100%
Snow plowing	3%	21%	76%	100%
Special events (Summerfest, Leaf Collection, Spring Clean-up)	20%	58%	22%	100%
Creating new park facilities	49%	42%	9%	100%
Open space (i.e., reducing maintenance & acquisition)	42%	50%	8%	100%

Policy Question 5				
The City of Ankeny may have to reduce capital improvements to meet a possible 2010 budget shortfall. For each capital improvement below, please indicate whether you think it should definitely be reduced, maybe be reduced or definitely not be reduced:	Definitely reduce	Maybe reduce	Definitely do not reduce	Total
Public works (e.g., street repair, street reconstruction, street overlays)	3%	35%	62%	100%
Public utilities (e.g., water main replacement, sewer main repairs)	5%	30%	65%	100%
Park development (e.g., park site facilities and equipment)	41%	47%	12%	100%
Park land acquisition (e.g., new park site land purchases)	57%	35%	8%	100%
Economic Development projects (e.g., commercial and industrial development)	22%	58%	20%	100%
Transportation projects (e.g., NE 36th Street Interchange/E. First Street Interchange)	28%	47%	25%	100%
Transportation projects (e.g., street and traffic signal improvements)	17%	55%	29%	100%

Policy Question 6	
To what extent do you support or oppose increasing the monthly storm water utility fee to address stormwater drainage problems?	Percent of respondents
Strongly support	6%
Somewhat support	23%
Somewhat oppose	31%
Strongly oppose	41%
Total	100%

Policy Question 7					
The City currently provides financial subsidies to private and not for profit groups locally and regionally. To what extent do you support or oppose City government providing financial support for the following:	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Ankeny Substance Abuse Program	28%	48%	18%	7%	100%
Art Center	9%	39%	34%	19%	100%
Chamber of Commerce	11%	49%	26%	14%	100%
Des Moines Convention and Visitors Bureau	6%	38%	36%	19%	100%
BRAVO	3%	29%	42%	26%	100%

APPENDIX A: COMPLETE SURVEY FREQUENCIES

FREQUENCIES EXCLUDING “DON’T KNOW” RESPONSES

Question 1: Quality of Life					
Please rate each of the following aspects of quality of life in Ankeny:	Excellent	Good	Fair	Poor	Total
Ankeny as a place to live	49%	48%	3%	0%	100%
Your neighborhood as a place to live	44%	47%	8%	1%	100%
Ankeny as a place to raise children	53%	43%	4%	0%	100%
Ankeny as a place to work	29%	42%	21%	9%	100%
Ankeny as a place to retire	29%	35%	28%	8%	100%
The overall quality of life in Ankeny	37%	57%	6%	0%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Ankeny as a whole:	Excellent	Good	Fair	Poor	Total
Sense of community	19%	58%	20%	2%	100%
Openness and acceptance of the community towards people of diverse backgrounds	12%	55%	26%	7%	100%
Overall appearance of Ankeny	33%	60%	6%	1%	100%
Cleanliness of Ankeny	39%	57%	4%	0%	100%
Overall quality of new development in Ankeny	31%	55%	12%	2%	100%
Variety of housing options	26%	57%	14%	3%	100%
Overall quality of business and service establishments in Ankeny	26%	58%	14%	2%	100%
Shopping opportunities	27%	50%	20%	2%	100%
Opportunities to attend cultural activities	8%	29%	46%	17%	100%
Recreational opportunities	25%	52%	19%	3%	100%
Employment opportunities	8%	32%	42%	18%	100%
Educational opportunities	30%	57%	11%	3%	100%
Opportunities to participate in social events and activities	19%	51%	26%	4%	100%
Opportunities to participate in religious or spiritual events and activities	36%	53%	10%	2%	100%
Opportunities to volunteer	25%	52%	20%	3%	100%
Opportunities to participate in community matters	15%	54%	26%	4%	100%
Ease of car travel in Ankeny	25%	52%	20%	3%	100%
Ease of bus travel in Ankeny	14%	34%	27%	25%	100%
Ease of bicycle travel in Ankeny	21%	43%	28%	7%	100%
Ease of walking in Ankeny	29%	52%	14%	6%	100%
Availability of paths and walking trails	32%	45%	20%	3%	100%
Traffic flow on major streets	13%	49%	31%	7%	100%
Availability of affordable quality housing	13%	47%	34%	7%	100%
Availability of affordable quality child care	16%	46%	29%	10%	100%
Availability of affordable quality health care	20%	53%	24%	3%	100%
Availability of affordable quality food	28%	57%	13%	2%	100%
Availability of preventive health services	25%	58%	16%	2%	100%
Quality of overall natural environment in Ankeny	22%	60%	14%	4%	100%
Overall image or reputation of Ankeny	37%	54%	7%	2%	100%

Question 3: Growth						
Please rate the speed of growth in the following categories in Ankeny over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total
Population growth	1%	0%	33%	44%	22%	100%
Retail growth (stores, restaurants, etc.)	4%	21%	60%	12%	4%	100%
Jobs growth	15%	53%	29%	3%	0%	100%

Question 4: Code Enforcement	
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Ankeny?	Percent of respondents
Not a problem	30%
Minor problem	56%
Moderate problem	14%
Major problem	1%
Total	100%

Question 5: Community Safety						
Please rate how safe or unsafe you feel from the following in Ankeny:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
Violent crime (e.g., rape, assault, robbery)	62%	32%	4%	2%	0%	100%
Property crimes (e.g., burglary, theft)	36%	52%	7%	4%	1%	100%
Environmental hazards, including toxic waste	56%	31%	9%	3%	1%	100%

Question 6: Personal Safety						
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day	82%	15%	2%	0%	0%	100%
In your neighborhood after dark	50%	42%	3%	4%	0%	100%
In Ankeny's downtown area during the day	74%	22%	3%	0%	1%	100%
In Ankeny's downtown area after dark	40%	47%	10%	2%	1%	100%

Question 7: Crime Victim	
During the past twelve months, were you or anyone in your household the victim of any crime?	Percent of respondents
No	93%
Yes	7%
Total	100%

Question 8: Crime Reporting	
If yes, was this crime (these crimes) reported to the police?	Percent of respondents
No	21%
Yes	79%
Total	100%

Question 9: Resident Behaviors						
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Ankeny?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used Ankeny public libraries or their services	21%	19%	30%	14%	15%	100%
Used Ankeny recreation centers	35%	22%	18%	12%	13%	100%
Participated in a recreation program or activity	44%	24%	18%	6%	8%	100%
Visited a neighborhood park or City park	12%	17%	34%	19%	19%	100%
Ridden a local bus within Ankeny	94%	2%	1%	1%	2%	100%
Attended a meeting of local elected officials or other local public meeting	77%	17%	5%	0%	1%	100%
Read Ankeny Newsletter	7%	18%	53%	13%	10%	100%
Visited the City of Ankeny Web site (at www.ankenyiowa.gov)	26%	22%	39%	8%	5%	100%
Recycled used paper, cans or bottles from your home	11%	3%	10%	19%	58%	100%
Volunteered your time to some group or activity in Ankeny	48%	26%	11%	7%	8%	100%
Participated in religious or spiritual activities in Ankeny	30%	11%	19%	11%	29%	100%
Participated in a club or civic group in Ankeny	67%	14%	9%	5%	4%	100%
Provided help to a friend or neighbor	5%	14%	46%	19%	16%	100%

Question 10: Neighborliness	
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents
Just about everyday	26%
Several times a week	30%
Several times a month	23%
Once a month	9%
Several times a year	7%
Once a year or less	3%
Never	2%
Total	100%

Question 11: Service Quality					
Please rate the quality of each of the following services in Ankeny:	Excellent	Good	Fair	Poor	Total
Police services	39%	50%	9%	3%	100%
Fire services	50%	45%	4%	1%	100%
Ambulance or emergency medical services	55%	41%	4%	0%	100%
Fire prevention and education	42%	48%	8%	2%	100%
Traffic enforcement	25%	56%	17%	2%	100%
Street repair	11%	49%	33%	8%	100%
Street cleaning	23%	55%	19%	4%	100%
Street lighting	20%	60%	17%	3%	100%
Snow removal	25%	53%	19%	4%	100%
Sidewalk maintenance	16%	48%	28%	7%	100%
Traffic signal timing	13%	47%	30%	10%	100%
Bus or transit services	15%	45%	16%	24%	100%
Recycling	58%	32%	7%	3%	100%
Yard waste pick-up	35%	43%	16%	6%	100%
Storm drainage	19%	51%	23%	6%	100%
Drinking water	32%	49%	16%	4%	100%
Sewer services	29%	60%	10%	2%	100%
City parks	52%	43%	4%	1%	100%
Recreation programs or classes	33%	55%	11%	1%	100%
Recreation centers or facilities	28%	57%	12%	2%	100%
Land use, planning and zoning	12%	50%	30%	9%	100%
Code enforcement (weeds, abandoned buildings, etc)	14%	57%	24%	5%	100%
Animal control	19%	62%	16%	3%	100%
Economic development	19%	52%	24%	6%	100%
Services to seniors	23%	54%	16%	7%	100%
Services to youth	32%	52%	14%	2%	100%
Services to low-income people	20%	40%	22%	17%	100%
Public library services	36%	53%	11%	0%	100%
Public information services	21%	56%	22%	1%	100%
Public schools	41%	43%	14%	2%	100%
Cable television	17%	45%	24%	14%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	20%	53%	20%	7%	100%
Preservation of natural areas such as open space, farmlands and greenbelts	16%	40%	26%	17%	100%

Question 12: Government Services Overall					
Overall, how would you rate the quality of the services provided by each of the following?	Excellent	Good	Fair	Poor	Total
The City of Ankeny	25%	62%	11%	1%	100%
The Federal Government	4%	39%	37%	20%	100%
The State Government	5%	43%	38%	14%	100%
Polk County Government	8%	46%	35%	11%	100%

Question 13: Contact with City Employees	
Have you had any in-person or phone contact with an employee of the City of Ankeny within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents
No	45%
Yes	55%
Total	100%

Question 14: City Employees					
What was your impression of the employee(s) of the City of Ankeny in your most recent contact?	Excellent	Good	Fair	Poor	Total
Knowledge	43%	47%	8%	2%	100%
Responsiveness	47%	40%	10%	3%	100%
Courtesy	51%	35%	9%	5%	100%
Overall impression	46%	38%	11%	4%	100%

Question 15: Government Performance					
Please rate the following categories of Ankeny government performance:	Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to Ankeny	10%	46%	33%	11%	100%
The overall direction that Ankeny is taking	12%	56%	26%	7%	100%
The job Ankeny government does at welcoming citizen involvement	11%	48%	32%	9%	100%
The job Ankeny government does at listening to citizens	7%	41%	38%	15%	100%

Question 16: Recommendation and Longevity					
Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Ankeny to someone who asks	57%	36%	4%	2%	100%
Remain in Ankeny for the next five years	61%	27%	7%	5%	100%

Question 17: Impact of the Economy	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent of respondents
Very positive	2%
Somewhat positive	15%
Neutral	49%
Somewhat negative	26%
Very negative	8%
Total	100%

Question 18a: Policy Question 1				
Ankeny currently has multiple taxing entities that represent a percent of the total tax rate which appears on your annual tax statement. Please indicate whether the current property tax rates in Ankeny are about right, a little too high, or much too high:	About right	A little too high	Much too high	Total
City property tax rate (\$0.27 of every tax dollar)	24%	48%	28%	100%
County property tax rate (\$0.24 of every tax dollar)	28%	44%	28%	100%
Schools property tax rate (\$0.47 of every tax dollar)	24%	39%	36%	100%
Other property tax rate (DMACC, state, DART) (\$0.02 of every tax dollar)	59%	24%	17%	100%

Question 18b: Policy Question 2	
For tax supported city services, which of the following best reflects your view?	Percent of respondents
The City should keep services and taxes at about the level they are now.	54%
The City should decrease taxes even if it will have to decrease services as a result.	42%
The City should increase services even if it will have to increase taxes as a result	4%
Total	100%

Question 18c: Policy Question 3	
To what extent would you support or oppose City Hall and most administrative offices (i.e., planning, human resources, finance) changing from a traditional five (5) day work week (8 hour days) to a four (4) day work week (10 hour days)? Police, Fire, and maintenance of streets and utilities would remain unchanged.	Percent of respondents
Strongly support	26%
Somewhat support	41%
Somewhat oppose	15%
Strongly oppose	17%
Total	100%

Question 18d: Policy Question 4				
The City of Ankeny may have to reduce some services in order to meet a possible 2010 budget shortfall. For each service below, please indicate whether you think it should definitely be reduced, maybe be reduced, or definitely not be reduced:	Definitely reduce	Maybe reduce	Definitely do not reduce	Total
Fire services (fire safety education programs)	8%	35%	56%	100%
Library services (reducing hours and services/programs)	14%	58%	28%	100%
Street maintenance (repair, patching, crack sealing)	3%	33%	64%	100%
Parks/trails maintenance (reducing mowing & maintenance of paths and trails)	18%	58%	23%	100%
Police services (eliminate school resource officers, school crossing guards, special events overtime)	13%	28%	59%	100%
Recreation programs (Prairie Ridge Sports Complex, adult and children's programs, senior services)	17%	58%	25%	100%
Snow plowing	3%	21%	76%	100%
Special events (Summerfest, Leaf Collection, Spring Clean-up)	20%	58%	22%	100%
Creating new park facilities	49%	42%	9%	100%
Open space (i.e., reducing maintenance & acquisition)	42%	50%	8%	100%

Question 18e: Policy Question 5				
The City of Ankeny may have to reduce capital improvements to meet a possible 2010 budget shortfall. For each capital improvement below, please indicate whether you think it should definitely be reduced, maybe be reduced or definitely not be reduced:	Definitely reduce	Maybe reduce	Definitely do not reduce	Total
Public works (e.g., street repair, street reconstruction, street overlays)	3%	35%	62%	100%
Public utilities (e.g., water main replacement, sewer main repairs)	5%	30%	65%	100%
Park development (e.g., park site facilities and equipment)	41%	47%	12%	100%
Park land acquisition (e.g., new park site land purchases)	57%	35%	8%	100%
Economic Development projects (e.g., commercial and industrial development)	22%	58%	20%	100%
Transportation projects (e.g., NE 36th Street Interchange/E. First Street Interchange)	28%	47%	25%	100%
Transportation projects (e.g., street and traffic signal improvements)	17%	55%	29%	100%

Question 18f: Policy Question 6	
To what extent do you support or oppose increasing the monthly storm water utility fee to address stormwater drainage problems?	Percent of respondents
Strongly support	6%
Somewhat support	23%
Somewhat oppose	31%
Strongly oppose	41%
Total	100%

Question 18g: Policy Question 7					
The City currently provides financial subsidies to private and not for profit groups locally and regionally. To what extent do you support or oppose City government providing financial support for the following:	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Ankeny Substance Abuse Program	28%	48%	18%	7%	100%
Art Center	9%	39%	34%	19%	100%
Chamber of Commerce	11%	49%	26%	14%	100%
Des Moines Convention and Visitors Bureau	6%	38%	36%	19%	100%
BRAVO	3%	29%	42%	26%	100%

Question D1: Employment Status	
Are you currently employed for pay?	Percent of respondents
No	22%
Yes, full-time	67%
Yes, part-time	11%
Total	100%

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	81%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	9%
Bus, rail, subway or other public transportation	3%
Walk	1%
Bicycle	0%
Work at home	5%
Other	0%

Question D3: Length of Residency	
How many years have you lived in Ankeny?	Percent of respondents
Less than 2 years	14%
2 to 5 years	26%
6 to 10 years	21%
11 to 20 years	18%
More than 20 years	21%
Total	100%

Question D4: Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
One family house detached from any other houses	68%
House attached to one or more houses (e.g., a duplex or townhome)	10%
Building with two or more apartments or condominiums	21%
Mobile home	0%
Other	1%
Total	100%

Question D5: Housing Tenure (Rent/Own)	
Is this house, apartment or mobile home...	Percent of respondents
Rented for cash or occupied without cash payment	22%
Owned by you or someone in this house with a mortgage or free and clear	78%
Total	100%

Question D6: Monthly Housing Cost	
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent of respondents
Less than \$300 per month	3%
\$300 to \$599 per month	14%
\$600 to \$999 per month	19%
\$1,000 to \$1,499 per month	39%
\$1,500 to \$2,499 per month	22%
\$2,500 or more per month	4%
Total	100%

Question D7: Presence of Children in Household	
Do any children 17 or under live in your household?	Percent of respondents
No	55%
Yes	45%
Total	100%

Question D8: Presence of Older Adults in Household	
Are you or any other members of your household aged 65 or older?	Percent of respondents
No	84%
Yes	16%
Total	100%

Question D9: Household Income	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents
Less than \$24,999	10%
\$25,000 to \$49,999	23%
\$50,000 to \$99,999	36%
\$100,000 to \$149,000	23%
\$150,000 or more	9%
Total	100%

Question D10: Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	98%
Yes, I consider myself to be Spanish, Hispanic or Latino	2%
Total	100%

Question D11: Race	
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents
American Indian or Alaskan Native	1%
Asian, Asian Indian or Pacific Islander	2%
Black or African American	1%
White	96%
Other	1%
Total may exceed 100% as respondents could select more than one option	

Question D12: Age	
In which category is your age?	Percent of respondents
18 to 24 years	6%
25 to 34 years	29%
35 to 44 years	21%
45 to 54 years	20%
55 to 64 years	10%
65 to 74 years	6%
75 years or older	8%
Total	100%

Question D13: Gender	
What is your sex?	Percent of respondents
Female	54%
Male	46%
Total	100%

Question D14: Registered to Vote	
Are you registered to vote in your jurisdiction?	Percent of respondents
No	8%
Yes	91%
Ineligible to vote	1%
Total	100%

Question D15: Voted in Last General Election	
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents
No	18%
Yes	81%
Ineligible to vote	1%
Total	100%

FREQUENCIES INCLUDING “DON’T KNOW” RESPONSES

These tables contain the percentage of respondents for each response category as well as the “n” or total number of respondents for each category, next to the percentage.

Question 1: Quality of Life												
Please rate each of the following aspects of quality of life in Ankeny:	Excellent		Good		Fair		Poor		Don't know		Total	
Ankeny as a place to live	49%	199	48%	193	3%	11	0%	0	0%	0	100%	403
Your neighborhood as a place to live	44%	179	47%	189	8%	31	1%	4	0%	0	100%	403
Ankeny as a place to raise children	48%	192	39%	155	4%	15	0%	2	8%	32	100%	396
Ankeny as a place to work	21%	85	31%	124	15%	61	7%	27	25%	101	100%	398
Ankeny as a place to retire	22%	88	26%	104	21%	83	6%	25	26%	103	100%	402
The overall quality of life in Ankeny	37%	148	57%	229	6%	26	0%	0	0%	0	100%	402

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Ankeny as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Sense of community	18%	72	57%	222	20%	77	2%	9	3%	11	100%	392
Openness and acceptance of the community towards people of diverse backgrounds	10%	41	48%	190	23%	91	6%	25	12%	47	100%	395
Overall appearance of Ankeny	33%	133	60%	240	6%	25	1%	3	1%	2	100%	404
Cleanliness of Ankeny	39%	156	57%	228	4%	14	0%	0	0%	2	100%	400
Overall quality of new development in Ankeny	30%	121	54%	216	12%	48	2%	7	2%	9	100%	401
Variety of housing options	25%	101	55%	217	13%	53	3%	13	3%	12	100%	397
Overall quality of business and service establishments in Ankeny	26%	103	58%	233	14%	55	2%	10	0%	2	100%	402
Shopping opportunities	27%	109	50%	199	20%	81	2%	10	1%	2	100%	401
Opportunities to attend cultural activities	7%	27	26%	103	42%	164	16%	62	10%	39	100%	396
Recreational opportunities	24%	97	51%	202	19%	74	3%	13	3%	12	100%	399
Employment opportunities	7%	26	25%	101	33%	132	14%	55	21%	84	100%	398
Educational opportunities	28%	110	52%	209	10%	41	2%	10	7%	29	100%	398
Opportunities to participate in social events and activities	18%	70	49%	194	25%	99	4%	15	5%	19	100%	397

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Ankeny as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Opportunities to participate in religious or spiritual events and activities	32%	129	48%	192	9%	35	2%	8	9%	34	100%	398
Opportunities to volunteer	20%	81	43%	172	17%	67	2%	9	18%	70	100%	399
Opportunities to participate in community matters	14%	53	48%	188	23%	92	4%	14	12%	48	100%	395
Ease of car travel in Ankeny	25%	99	51%	203	20%	80	3%	10	1%	5	100%	397
Ease of bus travel in Ankeny	8%	31	18%	72	14%	58	14%	54	46%	184	100%	399
Ease of bicycle travel in Ankeny	17%	65	34%	135	23%	89	6%	23	21%	81	100%	393
Ease of walking in Ankeny	28%	112	49%	198	13%	52	5%	21	4%	17	100%	400
Availability of paths and walking trails	29%	114	41%	159	19%	73	3%	11	8%	30	100%	388
Traffic flow on major streets	12%	49	48%	191	31%	123	7%	29	1%	4	100%	397
Availability of affordable quality housing	12%	48	44%	174	31%	125	6%	25	6%	25	100%	396
Availability of affordable quality child care	9%	34	25%	97	16%	61	5%	20	45%	176	100%	388
Availability of affordable quality health care	17%	69	44%	177	20%	79	3%	11	15%	61	100%	398
Availability of affordable quality food	28%	111	56%	225	13%	51	2%	8	1%	6	100%	401
Availability of preventive health services	21%	85	49%	197	14%	55	1%	6	14%	57	100%	400
Quality of overall natural environment in Ankeny	21%	84	59%	235	14%	54	4%	15	2%	10	100%	398
Overall image or reputation of Ankeny	37%	148	53%	212	7%	30	2%	6	1%	4	100%	400

Question 3: Growth														
Please rate the speed of growth in the following categories in Ankeny over the past 2 years:	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
Population growth	1%	4	0%	1	31%	121	41%	160	20%	81	7%	27	100%	395
Retail growth (stores, restaurants, etc.)	4%	14	20%	81	57%	227	11%	45	3%	14	4%	16	100%	398
Jobs growth	10%	40	35%	139	19%	76	2%	8	0%	0	33%	131	100%	394

Question 4: Code Enforcement		
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Ankeny?	Percent of respondents	Count
Not a problem	27%	109
Minor problem	52%	205
Moderate problem	13%	51
Major problem	0%	2
Don't know	7%	29
Total	100%	395

Question 5: Community Safety														
Please rate how safe or unsafe you feel from the following in Ankeny:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
Violent crime (e.g., rape, assault, robbery)	61%	246	32%	127	4%	16	2%	6	0%	2	2%	7	100%	404
Property crimes (e.g., burglary, theft)	36%	144	51%	208	7%	28	3%	14	1%	3	2%	7	100%	404
Environmental hazards, including toxic waste	53%	213	30%	120	8%	33	3%	12	1%	3	5%	21	100%	403

Question 6: Personal Safety													
Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total
In your neighborhood during the day	82%	329	15%	61	2%	9	0%	0	0%	2	0%	1	100% 402
In your neighborhood after dark	50%	202	41%	167	3%	13	4%	18	0%	2	0%	0	100% 402
In Ankeny's downtown area during the day	68%	274	20%	82	3%	12	0%	0	1%	3	8%	31	100% 402
In Ankeny's downtown area after dark	34%	135	40%	158	8%	32	2%	8	1%	3	16%	64	100% 399

Question 7: Crime Victim		
During the past twelve months, were you or anyone in your household the victim of any crime?	Percent of respondents	Count
No	93%	372
Yes	7%	28
Don't know	1%	2
Total	100%	402

Question 8: Crime Reporting		
If yes, was this crime (these crimes) reported to the police?	Percent of respondents	Count
No	21%	6
Yes	79%	22
Don't know	0%	0
Total	100%	28

Question 9: Resident Behaviors												
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Ankeny?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
Used Ankeny public libraries or their services	21%	87	19%	76	30%	122	14%	57	15%	62	100%	404
Used Ankeny recreation centers	35%	138	22%	85	18%	72	12%	49	13%	50	100%	393
Participated in a recreation program or activity	44%	173	24%	95	18%	73	6%	24	8%	32	100%	398
Visited a neighborhood park or City park	12%	47	17%	66	34%	132	19%	74	19%	75	100%	395
Ridden a local bus within Ankeny	94%	375	2%	9	1%	5	1%	2	2%	6	100%	397
Attended a meeting of local elected officials or other local public meeting	77%	302	17%	65	5%	21	0%	2	1%	3	100%	393
Read Ankeny Newsletter	7%	26	18%	70	53%	208	13%	50	10%	41	100%	395
Visited the City of Ankeny Web site (at www.ankenyiowa.gov)	26%	100	22%	87	39%	153	8%	31	5%	18	100%	389
Recycled used paper, cans or bottles from your home	11%	42	3%	10	10%	39	19%	75	58%	226	100%	392
Volunteered your time to some group or activity in Ankeny	48%	192	26%	103	11%	43	7%	29	8%	33	100%	400
Participated in religious or spiritual activities in Ankeny	30%	118	11%	44	19%	77	11%	42	29%	116	100%	397
Participated in a club or civic group in Ankeny	67%	271	14%	58	9%	38	5%	20	4%	15	100%	402
Provided help to a friend or neighbor	5%	20	14%	57	46%	185	19%	78	16%	63	100%	404

Question 10: Neighborliness		
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents	Count
Just about everyday	26%	103
Several times a week	30%	118
Several times a month	23%	92
Once a month	9%	37
Several times a year	7%	26
Once a year or less	3%	11
Never	2%	10
Total	100%	397

Question 11: Service Quality												
Please rate the quality of each of the following services in Ankeny:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	34%	139	44%	178	8%	32	2%	9	11%	45	100%	403
Fire services	39%	157	35%	141	3%	11	1%	2	23%	91	100%	402
Ambulance or emergency medical services	39%	157	29%	115	3%	11	0%	0	30%	119	100%	403
Fire prevention and education	29%	113	33%	129	5%	22	1%	6	32%	126	100%	396
Traffic enforcement	22%	89	49%	194	15%	60	2%	6	12%	46	100%	395
Street repair	10%	41	47%	189	32%	126	8%	32	3%	10	100%	399
Street cleaning	22%	87	52%	210	18%	72	4%	15	4%	17	100%	401
Street lighting	20%	78	58%	232	17%	67	3%	12	2%	10	100%	399
Snow removal	24%	94	51%	202	18%	71	4%	15	4%	15	100%	397
Sidewalk maintenance	15%	59	44%	174	25%	101	7%	26	9%	36	100%	397
Traffic signal timing	13%	53	47%	187	30%	120	10%	40	0%	1	100%	401
Bus or transit services	5%	21	15%	62	6%	22	8%	33	66%	264	100%	401
Recycling	55%	215	30%	119	7%	27	2%	10	5%	20	100%	391
Yard waste pick-up	27%	104	33%	129	12%	47	5%	19	23%	91	100%	390
Storm drainage	17%	66	44%	174	20%	80	5%	21	13%	51	100%	391

Question 11: Service Quality												
Please rate the quality of each of the following services in Ankeny:	Excellent		Good		Fair		Poor		Don't know		Total	
Drinking water	31%	121	47%	186	15%	60	4%	15	3%	11	100%	394
Sewer services	26%	100	54%	210	9%	34	1%	6	10%	40	100%	390
City parks	50%	196	42%	163	4%	17	1%	2	3%	12	100%	391
Recreation programs or classes	24%	95	41%	159	8%	30	1%	2	26%	103	100%	390
Recreation centers or facilities	22%	86	45%	173	10%	37	1%	6	22%	86	100%	388
Land use, planning and zoning	9%	34	37%	144	22%	86	7%	26	25%	98	100%	387
Code enforcement (weeds, abandoned buildings, etc)	10%	40	42%	163	17%	67	4%	16	27%	105	100%	390
Animal control	13%	51	44%	169	11%	42	2%	9	30%	115	100%	387
Economic development	16%	61	43%	167	20%	77	5%	19	16%	63	100%	388
Services to seniors	10%	39	23%	89	7%	27	3%	12	57%	224	100%	390
Services to youth	21%	83	34%	133	9%	36	1%	5	34%	131	100%	388
Services to low-income people	7%	26	13%	52	7%	28	6%	23	67%	261	100%	390
Public library services	32%	126	47%	184	10%	39	0%	0	11%	42	100%	391
Public information services	16%	64	45%	174	17%	67	1%	5	20%	79	100%	389
Public schools	34%	130	35%	136	11%	43	1%	5	19%	74	100%	388
Cable television	12%	46	32%	125	17%	67	10%	37	29%	115	100%	390
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	12%	48	32%	126	12%	48	4%	17	39%	152	100%	390
Preservation of natural areas such as open space, farmlands and greenbelts	13%	50	32%	123	21%	81	14%	54	20%	79	100%	386

Question 12: Government Services Overall

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Ankeny	24%	95	60%	237	11%	43	1%	6	4%	14	100%	395
The Federal Government	3%	13	34%	134	32%	128	18%	69	13%	51	100%	395
The State Government	5%	19	38%	149	34%	132	13%	50	11%	44	100%	395
Polk County Government	7%	27	40%	157	31%	121	10%	39	12%	49	100%	393

Question 13: Contact with City Employees

Have you had any in-person or phone contact with an employee of the City of Ankeny within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents	Count
No	45%	176
Yes	55%	218
Total	100%	394

Question 14: City Employees

What was your impression of the employee(s) of the City of Ankeny in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledge	42%	92	47%	103	8%	18	2%	4	1%	1	100%	218
Responsiveness	47%	102	40%	87	10%	22	3%	7	0%	0	100%	218
Courtesy	51%	112	35%	77	9%	20	5%	10	0%	0	100%	218
Overall impression	46%	101	38%	84	11%	25	4%	8	0%	0	100%	218

Question 15: Government Performance												
Please rate the following categories of Ankeny government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Ankeny	9%	35	41%	162	29%	114	10%	38	11%	43	100%	391
The overall direction that Ankeny is taking	11%	44	53%	209	25%	97	6%	24	5%	19	100%	393
The job Ankeny government does at welcoming citizen involvement	9%	34	37%	144	25%	97	7%	27	23%	88	100%	390
The job Ankeny government does at listening to citizens	5%	19	28%	111	26%	103	10%	40	30%	117	100%	390

Question 16: Recommendation and Longevity												
Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Ankeny to someone who asks	57%	227	36%	143	4%	16	2%	10	1%	2	100%	399
Remain in Ankeny for the next five years	60%	237	26%	103	7%	28	4%	18	3%	11	100%	397

Question 17: Impact of the Economy		
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent of respondents	Count
Very positive	2%	7
Somewhat positive	15%	61
Neutral	49%	197
Somewhat negative	26%	104
Very negative	8%	31
Total	100%	400

Question 18a: Policy Question 1										
Ankeny currently has multiple taxing entities that represent a percent of the total tax rate which appears on your annual tax statement. Please indicate whether the current property tax rates in Ankeny are about right, a little too high, or much too high:	About right		A little too high		Much too high		Don't know		Total	
City property tax rate (\$0.27 of every tax dollar)	20%	77	39%	151	23%	89	18%	71	100%	388
County property tax rate (\$0.24 of every tax dollar)	22%	87	36%	139	22%	88	19%	76	100%	389
Schools property tax rate (\$0.47 of every tax dollar)	20%	79	33%	128	30%	118	16%	64	100%	389
Other property tax rate (DMACC, state, DART) (\$0.02 of every tax dollar)	46%	179	19%	74	13%	50	22%	85	100%	388

Question 18b: Policy Question 2		
For tax supported city services, which of the following best reflects your view?	Percent of respondents	Count
The City should keep services and taxes at about the level they are now.	45%	172
The City should decrease taxes even if it will have to decrease services as a result.	35%	135
The City should increase services even if it will have to increase taxes as a result	4%	14
Don't know	17%	63
Total	100%	384

Question 18c: Policy Question 3		
To what extent would you support or oppose City Hall and most administrative offices (i.e., planning, human resources, finance) changing from a traditional five (5) day work week (8 hour days) to a four (4) day work week (10 hour days)? Police, Fire, and maintenance of streets and utilities would remain unchanged.	Percent of respondents	Count
Strongly support	23%	92
Somewhat support	37%	144
Somewhat oppose	14%	54
Strongly oppose	15%	58
Don't know	11%	44
Total	100%	393

Question 18d: Policy Question 4								
The City of Ankeny may have to reduce some services in order to meet a possible 2010 budget shortfall. For each service below, please indicate whether you think it should definitely be reduced, maybe be reduced, or definitely not be reduced:	Definitely reduce		Maybe reduce		Definitely do not reduce		Total	
Fire services (fire safety education programs)	8%	32	35%	139	56%	222	100%	394
Library services (reducing hours and services/programs)	14%	56	58%	228	28%	110	100%	395
Street maintenance (repair, patching, crack sealing)	3%	11	33%	128	64%	246	100%	385
Parks/trails maintenance (reducing mowing & maintenance of paths and trails)	18%	72	58%	227	23%	90	100%	389
Police services (eliminate school resource officers, school crossing guards, special events overtime)	13%	51	28%	110	59%	231	100%	392
Recreation programs (Prairie Ridge Sports Complex, adult and children's programs, senior services)	17%	66	58%	225	25%	100	100%	391
Snow plowing	3%	11	21%	82	76%	295	100%	389
Special events (Summerfest, Leaf Collection, Spring Clean-up)	20%	78	58%	227	22%	88	100%	394
Creating new park facilities	49%	194	42%	164	9%	35	100%	394
Open space (i.e., reducing maintenance & acquisition)	42%	167	50%	196	8%	31	100%	394

Question 18e: Policy Question 5								
The City of Ankeny may have to reduce capital improvements to meet a possible 2010 budget shortfall. For each capital improvement below, please indicate whether you think it should definitely be reduced, maybe be reduced or definitely not be reduced:	Definitely reduce		Maybe reduce		Definitely do not reduce		Total	
Public works (e.g., street repair, street reconstruction, street overlays)	3%	12	35%	136	62%	244	100%	392
Public utilities (e.g., water main replacement, sewer main repairs)	5%	20	30%	118	65%	253	100%	391
Park development (e.g., park site facilities and equipment)	41%	160	47%	184	12%	48	100%	392
Park land acquisition (e.g., new park site land purchases)	57%	221	35%	138	8%	31	100%	391
Economic Development projects (e.g., commercial and industrial development)	22%	86	58%	226	20%	78	100%	389
Transportation projects (e.g., NE 36th Street Interchange/E. First Street Interchange)	28%	108	47%	184	25%	99	100%	390
Transportation projects (e.g., street and traffic signal improvements)	17%	65	55%	215	29%	113	100%	393

Question 18f: Policy Question 6		
To what extent do you support or oppose increasing the monthly storm water utility fee to address stormwater drainage problems?	Percent of respondents	Count
Strongly support	5%	19
Somewhat support	19%	75
Somewhat oppose	25%	100
Strongly oppose	33%	132
Don't know	18%	70
Total	100%	395

Question 18g: Policy Question 7												
The City currently provides financial subsidies to private and not for profit groups locally and regionally. To what extent do you support or oppose City government providing financial support for the following:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
Ankeny Substance Abuse Program	26%	102	45%	179	17%	66	6%	24	6%	24	100%	395
Art Center	8%	32	36%	145	31%	125	17%	69	7%	27	100%	397
Chamber of Commerce	10%	40	45%	179	25%	97	13%	52	7%	28	100%	395
Des Moines Convention and Visitors Bureau	5%	22	35%	140	34%	133	18%	70	8%	32	100%	396
BRAVO	1%	6	13%	50	18%	73	12%	46	56%	220	100%	395

Question D1: Employment Status		
Are you currently employed for pay?	Percent of respondents	Count
No	22%	89
Yes, full-time	67%	270
Yes, part-time	11%	43
Total	100%	402

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	81%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	9%
Bus, rail, subway or other public transportation	3%
Walk	1%
Bicycle	0%
Work at home	5%
Other	0%

Question D3: Length of Residency		
How many years have you lived in Ankeny?	Percent of respondents	Count
Less than 2 years	14%	56
2 to 5 years	26%	105
6 to 10 years	21%	86
11 to 20 years	18%	72
More than 20 years	21%	85
Total	100%	404

Question D4: Housing Unit Type		
Which best describes the building you live in?	Percent of respondents	Count
One family house detached from any other houses	68%	276
House attached to one or more houses (e.g., a duplex or townhome)	10%	40
Building with two or more apartments or condominiums	21%	85
Mobile home	0%	0
Other	1%	3
Total	100%	404

Question D5: Housing Tenure (Rent/Own)		
Is this house, apartment or mobile home...	Percent of respondents	Count
Rented for cash or occupied without cash payment	22%	85
Owned by you or someone in this house with a mortgage or free and clear	78%	302
Total	100%	387

Question D6: Monthly Housing Cost		
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent of respondents	Count
Less than \$300 per month	3%	14
\$300 to \$599 per month	14%	56
\$600 to \$999 per month	19%	74
\$1,000 to \$1,499 per month	39%	154
\$1,500 to \$2,499 per month	22%	87
\$2,500 or more per month	4%	15
Total	100%	399

Question D7: Presence of Children in Household		
Do any children 17 or under live in your household?	Percent of respondents	Count
No	55%	222
Yes	45%	182
Total	100%	403

Question D8: Presence of Older Adults in Household		
Are you or any other members of your household aged 65 or older?	Percent of respondents	Count
No	84%	339
Yes	16%	66
Total	100%	404

Question D9: Household Income		
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents	Count
Less than \$24,999	10%	39
\$25,000 to \$49,999	23%	89
\$50,000 to \$99,999	36%	140
\$100,000 to \$149,000	23%	90
\$150,000 or more	9%	36
Total	100%	393

Question D10: Ethnicity		
Are you Spanish, Hispanic or Latino?	Percent of respondents	Count
No, not Spanish, Hispanic or Latino	98%	392
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	9
Total	100%	401

Question D11: Race		
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents	Count
American Indian or Alaskan Native	1%	4
Asian, Asian Indian or Pacific Islander	2%	6
Black or African American	1%	4
White	96%	388
Other	1%	4
Total may exceed 100% as respondents could select more than one option		

Question D12: Age		
In which category is your age?	Percent of respondents	Count
18 to 24 years	6%	24
25 to 34 years	29%	116
35 to 44 years	21%	86
45 to 54 years	20%	79
55 to 64 years	10%	39
65 to 74 years	6%	26
75 years or older	8%	33
Total	100%	403

Question D13: Gender		
What is your sex?	Percent of respondents	Count
Female	54%	215
Male	46%	180
Total	100%	395

Question D14: Registered to Vote		
Are you registered to vote in your jurisdiction?	Percent of respondents	Count
No	8%	33
Yes	89%	359
Ineligible to vote	1%	3
Don't know	2%	9
Total	100%	404

Question D15: Voted in Last General Election		
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents	Count
No	18%	73
Yes	81%	323
Ineligible to vote	1%	3
Don't know	1%	2
Total	100%	401

APPENDIX B: SURVEY METHODOLOGY

The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

SURVEY VALIDITY

The question of survey validity has two parts: 1) how can a jurisdiction be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire jurisdiction. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the jurisdiction to receive the survey. A random selection ensures that the households selected to receive the survey are similar to the entire population. A non-random sample may only include households from one geographic area, or from households of only one type.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member, thus appealing to the recipients' sense of civic responsibility.
- Providing a self-addressed, postage-paid return envelope.
- Offering the survey in Spanish when appropriate and requested by City officials.
- Using the most recent available information about the characteristics of jurisdiction residents to weight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for

service quality play a role as well as the “objective” quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident’s report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward “oppressed groups,” likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents’ tendency to report what they think the “correct” response should be.

Research on the correlation of resident opinion about service quality and “objective” ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC’s own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be “objectively” worse than the highest rated fire services (expenditures per capita, response time, “professional” status of firefighters, breadth of services and training provided). Whether or not some research confirms the relationship between what residents think about a community and what can be seen “objectively” in a community, NRC has argued that resident opinion is a perspective that cannot be ignored by government administrators. NRC principals have written, “If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem.”

SURVEY SAMPLING

“Sampling” refers to the method by which survey recipients were chosen. All households within the City of Ankeny were eligible to participate in the survey; 1,200 were selected to receive the survey. These 1,200 households were randomly selected from a comprehensive list of all housing units within the City of Ankeny boundaries. The basis of the list of all housing units was a United States Postal Service listing of housing units within zip codes. Since some of the zip codes that serve the City of Ankeny households may also serve addresses that lie outside of the jurisdiction, the exact geographic location of each housing unit was compared to jurisdiction boundaries, using the most current municipal boundary file (updated on a quarterly basis), and addresses located outside of the City of Ankeny boundaries were removed from consideration.

To choose the 1,200 survey recipients, a systematic sampling method was applied to the list of households known to be within the City of Ankeny. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every Nth one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

SURVEY ADMINISTRATION

Selected households received three mailings, one week apart, beginning November 23, 2009. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who have already done so to refrain from turning in another survey. Completed surveys were collected over the following five weeks.

SURVEY RESPONSE RATE AND CONFIDENCE INTERVALS

Of the 1,200 surveys mailed, 1,200 were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,200 households receiving the survey mailings, 405 completed the survey, providing a response rate of 35%. In general, response rates obtained on local government resident surveys range from 25% to 40%.

In theory, in 95 cases out of 100, the results based on the number of responses obtained will differ by no more than five percentage points in either direction from what would have been obtained had responses been collected from all City of Ankeny adults. This difference from the presumed population finding is referred to as the sampling error (or the “margin of error” or 95% confidence interval”). For subgroups of responses, the margin of sampling error is larger. In addition to sampling error, the practical difficulties of conducting any survey of the public may introduce other sources of error. For example, the failure of some of the selected adults to participate in the sample or the difficulty of including all sectors of the population, such as residents of some institutions or group residences, may lead to somewhat different results.

In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders that may affect sample findings. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

SURVEY PROCESSING (DATA ENTRY)

Completed surveys received by NRC were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

SURVEY DATA WEIGHTING

The demographic characteristics of the survey sample were compared to those found in the 2005-2007 American Community Survey Census estimates for adults in the City of Ankeny. Sample results were weighted using the population norms to reflect the appropriate percent of those residents. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were housing tenure and gender/age. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in detecting differences of opinion among subgroups
- The historical use of the variables and the desirability of consistently representing different groups over the years

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

A special software program using mathematical algorithms is used to calculate the appropriate weights. A limitation of data weighting is that only 2-3 demographic variables can be adjusted in a single study. Several different weighting “schemes” are tested to ensure the best fit for the data.

The process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure their proper representation in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

The results of the weighting scheme are presented in the table on the following page.

Ankeny Citizen Survey Weighting Table			
Characteristic	Population Norm ²	Unweighted Data	Weighted Data
Housing			
Rent home	22%	13%	22%
Own home	78%	87%	78%
Detached unit	66%	72%	68%
Attached unit	34%	28%	32%
Race and Ethnicity			
White alone, not Hispanic	96%	96%	94%
Hispanic and/or other race	4%	4%	6%
Sex and Age			
Female	53%	56%	54%
Male	47%	44%	46%
18-34 years of age	36%	21%	35%
35-54 years of age	42%	37%	41%
55+ years of age	22%	41%	24%
Females 18-34	19%	13%	19%
Females 35-54	22%	20%	22%
Females 55+	12%	23%	14%
Males 18-34	17%	9%	16%
Males 35-54	20%	18%	20%
Males 55+	9%	17%	9%

² Source: 2005-2007 ACS

SURVEY DATA ANALYSIS AND REPORTING

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions were presented in the body of the report.

Use of the “Excellent, Good, Fair, Poor” Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity was one that NRC did not want to dismiss when crafting The National Citizen Survey™ questionnaire, because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, NRC has found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

“Don’t Know” Responses

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Benchmark Comparisons

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: how to do them, how to use them, what they mean*, published by ICMA, not only were the principles for quality survey methods articulated, but both the idea of benchmark data for citizen opinion and the method for gathering benchmark data were pioneered. The argument for benchmarks was called “In Search of Standards.” “What has been missing from a local government’s analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems...”

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that conducted by NRC with those that others have conducted. The integration methods have been thoroughly described not only in the *Citizen Surveys* book, but also in *Public Administration Review*, *Journal of Policy Analysis and Management*. Scholars who

specialize in the analysis of citizen surveys regularly have relied on this work (e.g., Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction. *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331- 341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC's proprietary databases. NRC's work on calculating national benchmarks for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

The Role of Comparisons

Benchmark comparisons are used for performance measurement. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, to measure local government performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, jurisdictions need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. More important and harder questions need to be asked; for example, how do residents' ratings of fire service compare to opinions about fire service in other communities?

A police department that provides the fastest and most efficient service—one that closes most of its cases, solves most of its crimes and keeps the crime rate low—still has a problem to fix if the residents in the community it intends to protect believe services are not very good compared to ratings given by residents to their own objectively "worse" departments. The benchmark data can help that police department – or any department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. NRC recommends that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

Jurisdictions in the benchmark database are distributed geographically across the country and range from small to large in population size. Most commonly, comparisons are made to the entire database. Comparisons may also be made to subsets of jurisdictions (for example, within a given region or population category). Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

Comparison of Ankeny to the Benchmark Database

The City of Ankeny chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of Ankeny Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most

questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons are available, Ankeny results are noted as being “above” the benchmark, “below” the benchmark or “similar to” the benchmark. This evaluation of “above,” “below” or “similar to” comes from a statistical comparison of Ankeny's rating to the benchmark (the rating from all the comparison jurisdictions where a similar question was asked).

APPENDIX C: SURVEY MATERIALS

The following pages contain copies of the survey materials sent to randomly selected households within the City of Ankeny.

Dear Ankeny Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Ankeny. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,

A handwritten signature in black ink that reads "Steven D. Van Oort". The signature is written in a cursive, slightly stylized font.

Steven D. Van Oort
Mayor

Dear Ankeny Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Ankeny. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,

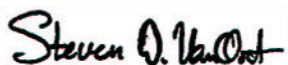
A handwritten signature in black ink that reads "Steven D. Van Oort". The signature is written in a cursive, slightly stylized font.

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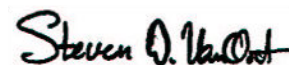
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Steven D. Van Oort
Mayor



410 West First Street
Ankeny, Iowa 50023-1557

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



410 West First Street
Ankeny, Iowa 50023-1557

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



410 West First Street
Ankeny, Iowa 50023-1557

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



410 West First Street
Ankeny, Iowa 50023-1557

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



November 2009

Dear Ankeny Resident:

The City of Ankeny wants to know what you think about our community and municipal government. You have been randomly selected to participate in Ankeny's 2009 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your feedback will help the City set benchmarks for tracking the quality of services provided to residents. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Ankeny residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call (515) 965-6400.

Please help us shape the future of Ankeny. Thank you for your time and participation.

Sincerely,

Steven D. Van Oort
Mayor



November 2009

Dear Ankeny Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The City of Ankeny wants to know what you think about our community and municipal government. You have been randomly selected to participate in the City of Ankeny's Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your feedback will help the City set benchmarks for tracking the quality of services provided to residents. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Ankeny residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

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Please help us shape the future of Ankeny. Thank you for your time and participation.

Sincerely,

Steven D. Van Oort
Mayor

The City of Ankeny 2009 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Ankeny:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Ankeny as a place to live	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Ankeny as a place to raise children	1	2	3	4	5
Ankeny as a place to work	1	2	3	4	5
Ankeny as a place to retire	1	2	3	4	5
The overall quality of life in Ankeny	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Ankeny as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Sense of community.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Overall appearance of Ankeny	1	2	3	4	5
Cleanliness of Ankeny.....	1	2	3	4	5
Overall quality of new development in Ankeny	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Overall quality of business and service establishments in Ankeny	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Opportunities to attend cultural activities.....	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Educational opportunities	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities.....	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Ease of car travel in Ankeny	1	2	3	4	5
Ease of bus travel in Ankeny	1	2	3	4	5
Ease of bicycle travel in Ankeny.....	1	2	3	4	5
Ease of walking in Ankeny	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Traffic flow on major streets.....	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Availability of affordable quality child care	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of preventative health services.....	1	2	3	4	5
Quality of overall natural environment in Ankeny.....	1	2	3	4	5
Overall image or reputation of Ankeny	1	2	3	4	5

3. Please rate the speed of growth in the following categories in Ankeny over the past 2 years:

	<i>Much too slow</i>	<i>Somewhat too slow</i>	<i>Right amount</i>	<i>Somewhat too fast</i>	<i>Much too fast</i>	<i>Don't know</i>
Population growth	1	2	3	4	5	6
Retail growth (stores, restaurants, etc.).....	1	2	3	4	5	6
Jobs growth.....	1	2	3	4	5	6

4. To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Ankeny?

☐ Not a problem
 ☐ Minor problem
 ☐ Moderate problem
 ☐ Major problem
 ☐ Don't know

5. Please rate how safe or unsafe you feel from the following in Ankeny:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
Violent crime (e.g., rape, assault, robbery)	1	2	3	4	5	6
Property crimes (e.g., burglary, theft).....	1	2	3	4	5	6
Environmental hazards, including toxic waste.....	1	2	3	4	5	6

6. Please rate how safe or unsafe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day.....	1	2	3	4	5	6
In your neighborhood after dark.....	1	2	3	4	5	6
In Ankeny's downtown area during the day	1	2	3	4	5	6
In Ankeny's downtown area after dark	1	2	3	4	5	6

7. During the past twelve months, were you or anyone in your household the victim of any crime?

☐ No → Go to Question 9 ☐ Yes → Go to Question 8 ☐ Don't know → Go to Question 9

8. If yes, was this crime (these crimes) reported to the police?

☐ No ☐ Yes ☐ Don't know

9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Ankeny?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used Ankeny public libraries or their services.....	1	2	3	4	5
Used Ankeny recreation centers.....	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Visited a neighborhood park or City park.....	1	2	3	4	5
Ridden a local bus within Ankeny.....	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting	1	2	3	4	5
Read Ankeny Newsletter.....	1	2	3	4	5
Visited the City of Ankeny Web site (at www.ankenyiowa.gov)	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Volunteered your time to some group or activity in Ankeny.....	1	2	3	4	5
Participated in religious or spiritual activities in Ankeny.....	1	2	3	4	5
Participated in a club or civic group in Ankeny	1	2	3	4	5
Provided help to a friend or neighbor	1	2	3	4	5

10. About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?

☐ Just about every day
☐ Several times a week
☐ Several times a month
☐ Once a month
☐ Several times a year
☐ Once a year or less
☐ Never

11. Please rate the quality of each of the following services in Ankeny:

	Excellent	Good	Fair	Poor	Don't know
Police services	1	2	3	4	5
Fire services	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire prevention and education	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5

The City of Ankeny 2009 Citizen Survey

11. Please rate the quality of each of the following services in Ankeny:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Recycling.....	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Land use, planning and zoning	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc)	1	2	3	4	5
Animal control	1	2	3	4	5
Economic development	1	2	3	4	5
Services to seniors.....	1	2	3	4	5
Services to youth.....	1	2	3	4	5
Services to low-income people	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Public schools.....	1	2	3	4	5
Cable television	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts	1	2	3	4	5

12. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Ankeny	1	2	3	4	5
The Federal Government	1	2	3	4	5
The State Government	1	2	3	4	5
Polk County Government	1	2	3	4	5

13. Have you had any in-person or phone contact with an employee of the City of Ankeny within the last 12 months (including police, receptionists, planners or any others)?

☐ No → Go to Question 15 ☐ Yes → Go to Question 14

14. What was your impression of the employee(s) of the City of Ankeny in your most recent contact? (Rate each characteristic below.)

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy	1	2	3	4	5
Overall impression.....	1	2	3	4	5

15. Please rate the following categories of Ankeny government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Ankeny	1	2	3	4	5
The overall direction that Ankeny is taking	1	2	3	4	5
The job Ankeny government does at welcoming citizen involvement	1	2	3	4	5
The job Ankeny government does at listening to citizens	1	2	3	4	5

16. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Ankeny to someone who asks.....	1	2	3	4	5
Remain in Ankeny for the next five years	1	2	3	4	5

17. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

☐ Very positive ☐ Somewhat positive ☐ Neutral ☐ Somewhat negative ☐ Very negative

18. Please check the response that comes closest to your opinion for each of the following questions:

- a. Ankeny currently has multiple taxing entities that represent a percent of the total tax rate which appears on your annual tax statement. Please indicate whether the current property tax rates in Ankeny are about right, a little too high, or much too high:**

	<i>About Right</i>	<i>A little too high</i>	<i>Much too high</i>	<i>Don't know</i>
City property tax rate (\$0.27 of every tax dollar)	1	2	3	4
County property tax rate (\$0.24 of every tax dollar)	1	2	3	4
Schools property tax rate (\$0.47 of every tax dollar)	1	2	3	4
Other property tax rate (DMACC, state, DART) (\$0.02 of every tax dollar)	1	2	3	4

- b. For tax supported city services, which of the following best reflects your view? (Please select only one)**

- ☐ The City should keep services and taxes at about the level they are now.
☐ The City should decrease taxes even if it will have to decrease services as a result.
☐ The City should increase services even if it will have to increase taxes as a result.
☐ Don't know

- c. To what extent would you support or oppose City Hall and most administrative offices (i.e., planning, human resources, finance) changing from a traditional five (5) day work week (8 hour days) to a four (4) day work week (10 hour days)? Police, Fire, and maintenance of streets and utilities would remain unchanged.**

- ☐ Strongly support ☐ Somewhat support ☐ Somewhat oppose ☐ Strongly oppose ☐ Don't know

- d. The City of Ankeny may have to reduce some services in order to meet a possible 2010 budget shortfall. For each service below, please indicate whether you think it should definitely be reduced, maybe be reduced or definitely not be reduced:**

	<i>Definitely reduce</i>	<i>Maybe reduce</i>	<i>Definitely do not reduce</i>
Fire services (fire safety education programs)	1	2	3
Library services (reducing hours and services/programs)	1	2	3
Street maintenance (repair, patching, crack sealing)	1	2	3
Parks/trails maintenance (reducing mowing & maintenance of paths and trails)	1	2	3
Police services (eliminate school resource officers, school crossing guards, special events overtime)	1	2	3
Recreation programs (Prairie Ridge Sports Complex, adult and children's programs, senior services)	1	2	3
Snow plowing	1	2	3
Special events (Summerfest, Leaf Collection, Spring Clean-up)	1	2	3
Creating new park facilities	1	2	3
Open space (i.e., reducing maintenance & acquisition)	1	2	3

- e. The City of Ankeny may have to reduce capital improvements to meet a possible 2010 budget shortfall. For each capital improvement below, please indicate whether you think it should definitely be reduced, maybe be reduced or definitely not be reduced:**

	<i>Definitely reduce</i>	<i>Maybe reduce</i>	<i>Definitely do not reduce</i>
Public works (e.g., street repair, street reconstruction, street overlays)	1	2	3
Public utilities (e.g., water main replacement, sewer main repairs)	1	2	3
Park development (e.g., park site facilities and equipment)	1	2	3
Park land acquisition (e.g., new park site land purchases)	1	2	3
Economic Development projects (e.g., commercial and industrial development)	1	2	3
Transportation projects (e.g., NE 36th Street Interchange/E. First Street Interchange)	1	2	3
Transportation projects (e.g., street and traffic signal improvements)	1	2	3

- f. To what extent do you support or oppose increasing the monthly storm water utility fee to address stormwater drainage problems?**

- ☐ Strongly support ☐ Somewhat support ☐ Somewhat oppose ☐ Strongly oppose ☐ Don't know

- g. The City currently provides financial subsidies to private and not for profit groups locally and regionally. To what extent do you support or oppose City government providing financial support for the following:**

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>	<i>Don't know</i>
Ankeny Substance Abuse Program	1	2	3	4	5
Art Center	1	2	3	4	5
Chamber of Commerce	1	2	3	4	5
Des Moines Convention and Visitors Bureau	1	2	3	4	5
BRAVO	1	2	3	4	5

The City of Ankeny 2009 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. Are you currently employed for pay?

- ☐ No → Go to Question D3
- ☐ Yes, full time → Go to Question D2
- ☐ Yes, part time → Go to Question D2

D2. During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below? (Enter the total number of days, using whole numbers.)

Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself days

Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults days

Bus, Rail, Subway or other public transportation days

Walk days

Bicycle days

Work at home days

Other days

D3. How many years have you lived in Ankeny?

- ☐ Less than 2 years ☐ 11-20 years
- ☐ 2-5 years ☐ More than 20 years
- ☐ 6-10 years

D4. Which best describes the building you live in?

- ☐ One family house detached from any other houses
- ☐ House attached to one or more houses (e.g., a duplex or townhome)
- ☐ Building with two or more apartments or condominiums
- ☐ Mobile home
- ☐ Other

D5. Is this house, apartment or mobile home...

- ☐ Rented for cash or occupied without cash payment?
- ☐ Owned by you or someone in this house with a mortgage or free and clear?

D6. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- ☐ Less than \$300 per month
- ☐ \$300 to \$599 per month
- ☐ \$600 to \$999 per month
- ☐ \$1,000 to \$1,499 per month
- ☐ \$1,500 to \$2,499 per month
- ☐ \$2,500 or more per month

D7. Do any children 17 or under live in your household?

- ☐ No ☐ Yes

D8. Are you or any other members of your household aged 65 or older?

- ☐ No ☐ Yes

D9. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- ☐ Less than \$24,999
- ☐ \$25,000 to \$49,999
- ☐ \$50,000 to \$99,999
- ☐ \$100,000 to \$149,999
- ☐ \$150,000 or more

Please respond to both question D10 and D11:

D10. Are you Spanish, Hispanic or Latino?

- ☐ No, not Spanish, Hispanic or Latino
- ☐ Yes, I consider myself to be Spanish, Hispanic or Latino

D11. What is your race? (Mark one or more races to indicate what race you consider yourself to be)

- ☐ American Indian or Alaskan Native
- ☐ Asian, Asian Indian or Pacific Islander
- ☐ Black or African American
- ☐ White
- ☐ Other

D12. In which category is your age?

- ☐ 18-24 years ☐ 55-64 years
- ☐ 25-34 years ☐ 65-74 years
- ☐ 35-44 years ☐ 75 years or older
- ☐ 45-54 years

D13. What is your sex?

- ☐ Female
- ☐ Male

D14. Are you registered to vote in your jurisdiction?

- ☐ No
- ☐ Yes
- ☐ Ineligible to vote
- ☐ Don't know

D15. Many people don't have time to vote in elections. Did you vote in the last general election?

- ☐ No
- ☐ Yes
- ☐ Ineligible to vote
- ☐ Don't know

Thank you for completing this survey. Please return the completed survey in the postage paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



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